

MICHAEL ANDERSON

Customer Support Telecommunications Engineer

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Results-driven Telecommunications Engineer with a focus on customer support and service enhancement. Over 4 years of experience in providing technical support and solutions for telecommunications systems. Proficient in diagnosing issues, troubleshooting problems, and delivering effective solutions that enhance customer satisfaction. Strong communication skills enable effective interaction with clients and team members to ensure seamless service delivery.

WORK EXPERIENCE

Customer Support Telecommunications Engineer | Telecom Services Group

Jan 2022 – Present

- Provided technical support for telecommunications services, resolving issues in a timely manner.
- Conducted training sessions for clients on service usage and troubleshooting.
- Documented customer interactions and solutions in a centralized database.
- Collaborated with engineering teams to escalate complex issues for resolution.
- Engaged in regular follow-ups with clients to ensure satisfaction with services.
- Participated in quality assurance initiatives to improve service delivery.

Telecommunications Engineer Intern | Innovative Telecom Solutions

Jul 2019 – Dec 2021

- Assisted in troubleshooting and maintenance of telecommunications systems.
- Supported customer service representatives in addressing technical inquiries.
- Contributed to documentation of processes and solutions for future reference.
- Engaged in training sessions to learn about telecommunications technologies.
- Participated in team meetings to discuss project developments and challenges.
- Conducted surveys to gather customer feedback on service quality.

SKILLS

Technical Support

Customer Service

Troubleshooting

Documentation

Communication

Quality Assurance

EDUCATION

Bachelor's in Telecommunications Engineering

2015 – 2019

College of Engineering

ACHIEVEMENTS

- Recognized for delivering exceptional customer service with 'Employee of the Month' award.
- Improved customer satisfaction scores by implementing feedback mechanisms.
- Participated in a team project that enhanced service delivery processes.

LANGUAGES

English

Spanish

French