

# Robert Earl Ellis Benson

Cellular: 407 536 6613

## Background

Highly organized, self-motivated and detail oriented. Over 5 years of technical and customer service experience. Effective problem solver, proven leader, and team player.

## Education

Wesley Chapel High School

Wesley Chapel, FL

GPA: 3.5

Awards: Florida Business Leaders of America Award for Technology & High Honor Roll

## Strengths

- Have Managed/Lead a team of over 20 people
- Project Management Team Building, & Leadership
- Product Development (Software, Hardware, and Computer Systems)
- Time Management, Organization, Communication, and Team Management
- Customer Service, Reservations, and Quality Assurance
- Knowledge of multiple operating systems and internet browsers
- Troubleshooting, Networking (LAN/WAN), and Bluetooth Systems (SYNC)
- Learning new systems quickly

## Technical Skills:

**Operating Systems:** Windows, NT, 2000, XP, Vista, Linux, UNIX, and Apple (OS X)

**Applications:** Adobe Suite CS3, Microsoft Office Suite (97-2008)- Excel, Word, Outlook, and PowerPoint.

**Hardware:** Building custom PCS's, voicemail, OTA switches

**Browsers:** Internet Explorer (5-8), Safari, Firefox, Opera, Netscape, Google Chrome 2

## Work Experience

Comcast (IT Department)

September 2009-November 2009

*Technical Support Representative*

Orlando, FL

Worked as a seasonal employee, providing client support and technical issue resolution via E-Mail and phone. This included: configuring client's equipment to connect to the Internet, troubleshooting system and network problems and diagnosing and solving hardware/software faults, setting up new users, and following-up with customers whose orders were incomplete or had issues that need to be resolved.

AT&T Call center (Convergys)

January 2009-April 2009

*National business services consultant.*

Lake Mary, FL

Answered calls from across the United States and US Territories, trouble shoot network, equipment, device and computer issues while maintaining a professional demeanor. Ran

reports and maintained extensive files on customers and products. Resolved customer issues effectively and efficiently. Provided the best service and support to customers, and performed follow-up calls when necessary.

Greenway Ford (Call Center & Sales) August 2008-November 2009  
*Sales Call Agent* Orlando, FL

Answered calls from 14 different dealerships including out of state calls, placed leads in LSI systems, followed up with customers and tried to get customers into the dealerships as soon as possible

Walt Disney World (Magic Kingdom) April 2008-August 2008  
*Cast Member* Orlando, FL

Operated Disney attractions, maintained work environment, greeted guests, performed custodial duties including restrooms, main attractions, sweeping the grounds after the parades, cleaning up protein spills, ect. Security, and entertained guests.

Bill Currie Ford (Call Center & Service) January 2000-April 2008  
*Service Advisor/ Manager/Reservations* Tampa, FL

Lead a team of over 20 people, processed reservations for service work, performed inventory checks, customer service (resolved concerns/issues), performed clerical duties, performed, customer follow-up, sold products, internal promotion, sold service for commission, performed occasional security tasks such as detaining a thief, and perform drug search on vehicles.

Wal-Mart Stores INC. February 1999-January 2000  
*Stocker/Janitor/Associate (Overnight)* New Tampa, FL

Stocked store shelves, inventory, greeted customers, resolved customer issues, performed loss prevention and was trained in emergency prevention. Also performed janitorial duties such as cleaning restrooms, break rooms, using a floor buffer on a regular basis.

Wesley Chapel Center For The Performing Arts. May 1999-January 2000  
*Stage Hand/ Custodian* Wesley Chapel, FL

Performed custodial duties, cleaned and maintained a 650 seat theater, box office, sound booth, prop department, costume department and facilities. Helped maintain organization of records, assisted with custodial duties at the local high school. Performed stagehand duties such as help build theatrical sets, utilize sound and light boards during performances and conferences, maintained an orderly box office.

Bill Currie Ford May 1999-February 2000  
*Porter* Tampa, FL

Transported cars from lot to customers, cleaned and serviced cars, performed basic maintenance on cars, performed security checks, and did clerical duties. Performed custodial duties, such as cleaning restrooms, oil spills, chemical spills, and general office maintenance.