



Customer support

📅 2026-01-27 🗓️ 36 m. 📍 Vilnius

📄 Trumpas pristatymas

CUSTOMER SERVICE AND TECHNICAL SUPPORT SPECIALIST with over 4 years experience. Holds a Bsc and Master Degree in Business Management in Lithuania. I have worked with Nextel

Telecommunication. Portrait all the following qualities;

Providing first-line support to customers experiencing issues with mobile devices, network connectivity and other telecommunications services. This involves diagnosing, troubleshooting and resolving technical problems in a timely manner. Handling inquiries related to account issues, billing questions and product features. This includes educating customers on service offerings and guiding them through self-service tools or solutions. Monitoring network systems and infrastructure to ensure stability and minimize downtime. If issues are detected, the specialist works to address them promptly or escalates them to relevant teams. Coordinating with engineering, sales, and customer care teams to solve complex issues that require multi-departmental expertise.

Documenting all customer interactions, troubleshooting steps, and resolutions in the company's ticketing system for tracking and quality assurance. This information may be used to improve processes or enhance knowledge bases. Gathering customer feedback on products and services and reporting it to management. Staying up-to-date with the latest technologies, including new products which can help provide accurate and timely support.