

Chris Powell

Technical Support & Inside Sales Specialist

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Summary

Technical support and sales professional with 20+ years' experience in customer service, troubleshooting, and account management. Proven record of advancement and top sales performance and support expertise.

Experience

Senior Technical Support Advisor

Transcom International (Remote) | Aug 2020–Oct 2025

- Advanced support for mobile devices
- Team mentor and escalation point

Business Development

Municipal World | Jul 2019–Mar 2020

- Grew online sales and managed logistics

Supervisor

A&W Restaurants | Nov 2018–Jul 2019

- Led staff and kitchen operations

Customer Service & Marketing

VIP AutoPro | Apr 2015–Oct 2018

- Digital marketing and IT support

Account Manager

Info-Tech Research | Sep 2008–May 2013

- Managed SMB accounts; President's Award recipient

Technical Support

Teletech | 2005–2008

- Internet connectivity specialist
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Education

- **Google IT Specialist Certificate** (Coursera, 2024)
 - **Service Advisor I Certificate** (Centennial College, 2018)
 - **Law & Security Administration Diploma** (Georgian College, 1995)
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Skills

- Technical Support & Troubleshooting
 - Customer Service & Account Management
 - Sales & Business Development
 - Operating Systems (Windows, Mac, Linux)
 - Mobile Devices (iOS, Android)
 - Adobe Creative Suite, HTML, WordPress
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Languages

- English (Fluent)