



Example of Resolution Specialist Job Description

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Our growing company is looking to fill the role of resolution specialist. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for resolution specialist

- Responsible for answering CSR first line technical & billing questions efficiently, accurately and in a professional manner
- Take escalations from first line to resolve customers' technical and billing issues
- Handle Strategic accounts
- Watch the CSR queue (both calls and emails) to make sure that all CSR first line is utilizing the work time efficiently and in a professional manner
- Work on tickets escalated from first line and try to resolve them
- Notify first line of any known issues and outages and the resolutions when applicable
- Assume responsibility for learning, in detail, about the company products and using this knowledge to solve customers' technical and billing problems and seeing these through to completion
- Partner with NOC in support to ticket completion
- Accurately code NetTracer baggage mishandling tracers to proper fault station and reason for loss
- Determine equitable resolutions to disputed tracers submitted by hub and field station baggage service offices

Qualifications for resolution specialist

- Demonstrated ability to identify, diagnose and resolve basic to complex

- Required 1+ year of experience in a call center or customer service environment
- Required 6 months of experience in Experience in a healthcare environment
- 2+ years of experience as leader with direct reports within the telecommunications industry, LEC/CLEC experience is a plus
- Strong working knowledge of Hosted PBX, MPLS, VoIP, LAN/WAN infrastructure and other key telecommunications technologies
- Strong interpersonal skills and ability to develop and maintain relations within Repair and other departments