

Karissa Bartell

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EXPERIENCE

06/2020 – present

FRIESEN, HILL AND LEGROS

Boston, MA

Advocate

- Understanding of board substrates, lead times and board ordering processes
- Basic knowledge of printing, cutting, and finishing operations
- Minimal Supervisory or Peer Guidance needed within the listed above requirements
- Experience with high volume calls
- Strong communication skills- grammar
- Able to respond to customers in a timely manner
- Computer skills- Microsoft Word, Excel
- Able to handle pressure well
- Energetic, friendly, positive attitude
- Successful completion of the new hire training class
- Education – High School Diploma or GED equivalent
- Strong analytical, quantitative and data skills
- Experience in developing and implementing process improvements

07/2017 – 02/2020

COLLIER-ANDERSON

Boston, MA

Advocate

- Comfortable engaging or leading sessions without having all the information on hand
- Drive the success of Progress products by delivering articulate, effective, and entertaining written content for a developer audience
- Create technically oriented presentations for in-person or online delivery, including slides, demos and sharable code
- Become a trusted and recognized technical thought leader for customers, partners, and prospects
- Enable customer success by building sample projects that help illustrate how to Progress products can be used to accomplish specific tasks
- Champion Progress products in various developer communities
- Advocate for developers internally and provide early feedback to engineering regarding inside industry information and real world product use

EDUCATION

LIM COLLEGE

Bachelor's in Education

SKILLS

- Able to work in a fast-paced work environment
- Deeply cares about building relationships with customers and providing the best, tailored solution
- Strives to offer an effortless customer experience and provide thorough and concise responses
- Leverages a positive outlook and high energy/enthusiasm to turn negative situations into positive ones
- Is a team player that can follow and/or lead as needed, and is comfortable reaching out across teams
- Independent thinker and problem-solver who excels at breaking down complex issues
- Is inquisitive
- Knows the right questions to ask to really understand the customer's ask, provide comprehensive solution, and proactively address/prevent future issues