

Experience

Advocate – Baumbach-Jenkins, *San Francisco, CA*

11/2019 – Present

- Prior experience with CRM tools
- Be self-driven with a willingness to work in a fast growing company with huge potential
- Excellent e-mail, telephone, written and verbal communications skills necessary
- Strong analytical, verbal and written communication skills to analyze customer service needs for communication to Service and Technical departments, while understanding and maintain adherence to the Abbott Quality System policies and procedures
- Microsoft software suite and keyboarding skills
- Call Center Phone System – Cloud-based Technology
- High school diploma or equivalent (or actively enrolled)
- Prior experience in customer service
- Able to pinpoint customer requests/asks from ambiguous, open-ended wording

Advocate – Senger, Poulos and Grimes, *San Francisco, CA*

05/2013 – 09/2019

- Engage with the Progress Developer Expert community frequently to build relationships and maintain relationships with industry influencers and active customers
- Establish a cross-functional relationship with engineering, marketing, and other functions within the business to collaborate on projects and deliverables
- Relevant domain expertise in the product area(s) assigned
- Experience presenting at tech conferences/hackathons/meetups, or a willingness to learn
- Experience writing technical articles or blogs targeted at developers
- Possess unparalleled written and oral communication skills
- Comfortable working with sales to sell prospects on the benefits of Progress developer products
- Comfortable moving quickly between tasks without sacrificing productivity
- Self-motivated and able to be successful in an environment with minimal oversight

Education

University of Cincinnati – Bachelor's in Education

Skills

- Understand cell phones are not permitted on the Service Center floor
- Relationship development with assigned customers
- Competency in completion of care services that can be provided without manual effort (e.g
- Mastery of efficient completion of care services that can be provided without manual effort (e.g
- Competency in addressing the range of care requests requiring manual efforts
- Tight coordination with other paired resources (sales) to ensure complementary efforts
- Proactive issue identification & resolution
- Familiarity with service level limitations & addressing the range of care requests requiring manual efforts
- Excellent written, verbal, interpersonal and phone skills
- Basic computer proficiency including MS Office applications (Word, Excel, Access)
- Experience working with domestic violence centers and/or at-risk populations