

**Abram Arruda**

Atlanta, GA · 30269

(404)-804-6277 · AbramArruda@gmail.com · [linkedin.com/in/abramarruda](https://www.linkedin.com/in/abramarruda) · AbramArruda.com

**WORK EXPERIENCE:**

GLOBAL HEALTHCARE EXCHANGE, LLC (GHX)

**August 2021 - Present**

**Customer Support Analyst**

(Remote) Louisville, CO

- Solved problems of diverse scope where analysis of situations requires technical expertise and the use of logical diagnostic skills.
- Maintained Salesforce to record and research customer information and to record all the customer's questions, problems, and solution.
- Technical troubleshooting and problem solving skills across a variety of platforms and products.
- Developed a strong working knowledge of the leading edge GHX Internet B2B exchange system, growth products, Customer Support knowledge base, and Customer Support administrative tools.
- Operated with peers and internal departments to provide timely resolution to customer issues.
- Understanding of Information System components - including database, User Interface, and inter-application communication and processing logic.
- Identified learning opportunities and self-educated where resources and opportunities are present.

ILLUMINATE EDUCATION, INC

**March 2019 - August 2020**

**Sales Development Representative**

(Remote) Irvine, CA

- Qualified leads from automated marketing system within Salesforce Pardot.
- Discovered multiple errors within the automated marketing flow, and escalated reoccurring issues to development.
- Created the Sales Development Team dashboard on Salesforce platform used company wide.
- Maintained the web-based chat, email, and telephone to support current or future customers.
- Prospected nationally with a team of three in the educational technology space
- Surpassed lead generation goals every quarter.
- Effectively communicated cross-functionally with development, marketing, and sales operations teams to provide accurate and up-to-date answers for our customers.

THE HOME DEPOT

**February 2018 - March 2019**

**Sales & Customer Support**

Newnan, GA

- Leveraged diverse technologies to assist in sales of products and quality assurance.
- Communicated information relating to customer needs and organization policies.
- Certified on various machinery used to assist with inventory maintenance.
- Utilized critical thinking skills to develop and implement individualized solutions for customers.
- Collaborated internally and across departments to address and resolve customer issues.

**EDUCATION:**

UNIVERSITY OF WEST GEORGIA

**Bachelor of Science**

Carrollton, GA

Major: Biology

GEORGIA INSTITUTE OF TECHNOLOGY

**Full-Stack Web Development Certificate**

Atlanta, GA