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**WORK EXPERIENCE:**

GHX GLOBAL HEALTHCARE EXCHANGE, LLC

August 2021 - January 2023

Customer Support Analyst

Louisville, CO

- Developed a strong working knowledge of the leading GHX Internet B2B exchange system, growth products, EDI quality assurance, company knowledge base, and administrative tools.
- Maintained Salesforce CRM to record and research customer issues, documenting communication, questions, and resolutions around support tickets.
- Escalated potential enhancements or customer pain points to the product development team and updated Knowledge-Centered Service Salesforce instance to include most relevant information and resolutions.
- Operated with peers and internal departments for timely and careful resolution of customer issues, escalating high priority incidents when necessary.
- Expanded understanding of Information System components - including database, User Interface, and inter-application communication and processing logic.
- Leveraged EDI technology to streamline data exchange processes between customers, referencing relevant EDI standards and ensuring seamless communication with external partners.
- Conducted thorough data comparisons and record-keeping, maintaining data integrity and accuracy, resulting in improved decision-making and compliance with industry standards.
- Played a pivotal role in the analysis and creation of an innovative EDI invoice automation system, overseeing EDI quality assurance to enhance efficiency by reducing processing time and cost.

ILLUMINATE EDUCATION, INC

March 2019 - August 2021

Customer Success Specialist

Irvine, CA

- Demonstrated in-depth knowledge of Illuminate Education's products and services, effectively troubleshooting technical issues and guiding customers.
- Utilized strong communication skills to explain concepts in a clear and concise manner, ensuring customers fully understand the solutions provided.
- Collaborated closely with the application support team to escalate and track unresolved issues, ensuring timely resolution and minimal disruption.
- Maintained detailed records of customer interactions and inquiries using the company's Salesforce CRM system, ensuring accurate and up-to-date customer profiles.
- Revamped operational processes by identifying opportunities for improved efficiency.

**INSTITUTIONAL EDUCATION:**

UNIVERSITY OF WEST GEORGIA

Bachelor of Science

Carrollton, GA

Major: Biology

GEORGIA INSTITUTE OF TECHNOLOGY

Full-Stack Web Development Certificate

Atlanta, GA