

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

August 2021 - January 2023

Customer Support Analyst

(Remote) 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, communication, questions, and resolutions around support tickets.
- Escalated potential enhancements or customer pain points to the product development team.
- Operated with peers and internal departments for timely and careful resolution of customer issues, escalating incidents when necessary.
- Expanded understanding of Information System components - including database, User Interface, and inter-application communication and processing logic.

ILLUMINATE EDUCATION, INC

March 2019 - August 2021

Customer Success Specialist

(Remote) 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.

THE HOME DEPOT

February 2018 -March 2019

Customer Support Representative

Newnan, GA

- Resolved customer concerns and complaints in a professional and efficient manner, employing active listening skills and offering appropriate solutions to ensure customer satisfaction.
- Provide clear and concise explanations about Home Depot products, services, and policies, helping customers make informed decisions.
- Resolve customer complaints and escalations promptly, going above and beyond to ensure their satisfaction and turning negative experiences into positive ones.
- Assist customers with online orders, returns, and exchanges, guiding them through the process and addressing any technical difficulties they may encounter.
- Collaborated with team members to maintain a clean and organized sales floor, restocking merchandise and ensuring shelves were neatly arranged.

INSTITUTIONAL EDUCATION:

UNIVERSITY OF WEST GEORGIA

Bachelor of Science

Carrollton, GA

Major: Biology

GEORGIA INSTITUTE OF TECHNOLOGY

Full-Stack Web Development Certificate

Atlanta, GA