

Abram Arruda

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WORK EXPERIENCE:

SOUNDWAVE SOLUTIONS LLC

Founder and Operator from March 2023 - Present

Atlanta Metro Area, Georgia

- Founded and managed a multimedia production company specializing in music production, mixing, and competitive choreography, overseeing branding, client relations, and business operations, including invoicing and financial management.
- Produced and engineered high-quality music using Ableton Live, MIDI keyboards, and industry-standard audio tools for studio recordings, live performances, and choreography competitions.
- Designed, developed, and hosted a professional website to showcase services, attract clients, and maintain an online presence.
- Executed targeted marketing strategies, leveraging social media, content creation, and direct outreach to drive brand growth and client acquisition.
- Pitched and sold music production and services, securing partnerships and maintaining a competitive business presence

GLOBAL HEALTHCARE EXCHANGE, LLC

Customer Support Analyst from August 2021 - January 2023

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.
- Worked on-call to assist with any issues that may occur overnight and find resolutions with clients and internal departments.
- Quality Assurance with Machine Learning team, helping to improve invoice automation for operational efficiency.

ILLUMINATE EDUCATION, INC

Customer Success Specialist from March 2019 - August 2021

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 in Biology

Carrollton, GA

GEORGIA INSTITUTE OF TECHNOLOGY

Full-Stack Flex Web Development Certificate

Atlanta, GA