David Michael Boulay-Beadle (m)

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Skills and Qualifications

Technical Troubleshooting and Customer Service Expertise: 8+ years of experience delivering exceptional technical support and resolving complex issues, while providing superior customer service.

Proficient in Computer Hardware and Software: Expert-level understanding of computer hardware and software, including BIOS, memory, CPU socket compatibility, and device drivers, honed over years of practical experience.

Advanced Knowledge of Windows OS and troubleshooting: Over 8 years of hands-on experience working with various Windows operating systems (XP/Vista/7/8/8.1/10), including troubleshooting and resolving issues.

Expertise in Remote Desktop and Similar Environments: Over 4 years of experience working with remote desktop and similar environments, ensuring uninterrupted workflow and productivity.

Networking Fundamentals: Over 2 years of experience in networking basics and fundamentals, including configuring and maintaining network hardware, protocols, and services.

SQL Fundamentals and Relational Database Knowledge: 2+ years of hands-on experience in SQL and relational database management, including reporting tools.

Proficient in Microsoft Office Applications: Over 8 years of experience using Microsoft Office applications, including Word, Excel, PowerPoint, Outlook, and Access.

Technical Writing Proficiency: 6+ years of experience in technical writing, creating clear and concise documentation and instructions for complex technical issues.

Pursuing Ongoing Professional Development: Actively pursuing CompTIA A+, NetSec, and CompSci through WGU, demonstrating a commitment to ongoing professional development and continuous improvement.

Work History

Nov 2019 - present

Vesigo Studios, Llc - Medford, OR

Client Services Representative

Accomplished client services representative for independent cloud-based software company.

Report to management and development team regarding proprietary software.

Accomplishments:

Facilitated Software Setup for users: Successfully set up the software for clients, ensuring smooth installation and configuration processes, and minimizing downtime.

Resolved Workflow Issues: Identified and resolved problems in workflow, enabling clients to achieve optimal productivity and efficiency.

Provided User Education and Training: Educated users on new and existing feature sets, providing detailed instructions and hands-on training, enhancing user adoption and satisfaction.

Ensured Optimal Operations Quality: Monitored and maintained optimal quality of operations, ensuring that the software operated at peak performance and functionality at all times.

Provided Superior Support: Supported clients in addressing and resolving any technical or operational issues, providing quick and efficient solutions, and ensuring the highest level of customer satisfaction.

Delivered Exceptional Customer Service: Consistently provided the best possible customer service and resolution to end-users and clients, resulting in high satisfaction ratings and positive feedback.

Provided Clear and Concise Technical Support: Provided clear, concise, technical answers to user questions, ensuring that users received accurate information and timely support.

Improved Product Development: Documented user feedback or feature requests and presented them to development teams, resulting in the implementation of new features and improvements to existing products.

Increased User Adoption and Satisfaction: Understood client needs and provided training on how to use certain features, increasing user adoption and overall satisfaction with the product.

Maintained Accurate Records: Accurately logged all contacts with clients in the CRM, ensuring efficient and effective communication and follow-up with clients.

Streamlined Support Processes: Created, managed, and resolved support tickets, implementing a streamlined support process that ensured timely and efficient resolution of issues.

Collaborated Effectively with Teams: Worked directly with management and development teams to troubleshoot issues and verify resolutions, ensuring effective collaboration and seamless communication across teams.

Ensured High-Quality Correspondence: Proofread outgoing written correspondence to customers and ensured quality, resulting in professional and error-free communication with clients.

Metrics:

- 120+ bug reports documented and verified
- 10-20+ calls a day
- 5-15+ emails a day
- 6.7 minute average call handle time
- 60+ accounts set up and counting

June 2018 to November 2018

CS/Sales

Better Business Bureau - Boise, ID

Business Development Representative

Successfully made upwards of 100 outbound cold-calls per day and averaged 3 hours talking to business owners over the phone. Developed strong communication and persuasion skills, effectively educating prospects about the values and beliefs of the Better Business Bureau (BBB), its accreditation benefits, and their commitment to ethical business practices. Contributed to the growth and success of the organization, while consistently meeting or exceeding sales targets and quotas.

Nov 2016 - June 2018

CS/Sales

HPE, Boise - Boise, ID

Customer service rep and Mentor for new hires

Excelled in providing exceptional customer service to clients via phone, email, and live chat. Consistently exceeded customer service and quality assurance (QA) standards, achieving a remarkable 96% customer satisfaction rating. In addition to my customer service duties, I also became a mentor and trained new customer service representatives (CSRs) during onboarding, designed innovative improvement plans, and coached agents on how to perform their duties more effectively. Maintained high standards of performance and quality. Managed multiple accounts simultaneously, providing efficient and effective support to clients and handling email inquiries with professionalism and promptness.

Sales and Signups

Inbound calls regarding products and services for internet/ TV.

Billing and payments department. Mentored new-hire classes in T0/T1 calls.
CSR

Education

Western Governors University (WGU) - attending
Degree: Bachelor's
Field: Computer sciences

Boise Senior High School - 2013
Graduated: 2013
GPA: 3.0