

Christopher Myers

Jacksonville, FL | 904-707-2908 | christopher.myers2188@gmail.com | [linkedin.com/in/christopher-amari-myers](https://www.linkedin.com/in/christopher-amari-myers)

Dedicated professional with a proven track record in customer service for over 15 years, complimented by the successful completion of the Google Cybersecurity Professional certificate. This rigorous program covered a wide array of essential topics including programming languages, risk management, computer networking, incident response, and security, all approached through a hands-on and comprehensive curriculum. My extensive experience has honed my ability to consistently deliver results, showcase meticulous attention to detail, and foster a collaborative and effective team environment. With a blend of technical proficiency and security mindset, I am primed to make a meaningful contribution in the dynamic field of Cybersecurity.

RELEVANT SKILLS

Hardware Technical Support & Troubleshooting • Ticketing Systems • User Training & Support • Operating Systems Installation • Software Installation & Configuration • Customer Service • Windows • Linux • Domain Name System (DNS) • Networking • System Administration • Mobile computing • Analytical Skills • Problem Solver • Active Directory • Android/iOS mobile support • Slack • Google Workspace • Zoom

EDUCATION, CERTIFICATES, & CERTIFICATIONS

CareerCircle • *Virtual*

08/2023

Google Cybersecurity Certificate

- Skill development includes **security engineering, computer networking, network security, operating systems, computer programming, risk management, Python programming, statistical programming** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA Security+ certification

Merit America • *Virtual*

05/2023

Google IT Support Professional Certificate

- Skill development includes **hardware troubleshooting, customer support, networking, operating systems, systems administration, remote support and security** — all the fundamentals of IT support that are critical for success in the workplace; comparable to the latest CompTIA A+ certification

Additional Skill Development

- Completed hands-on coursework covering **Python, Suricata, Splunk, Chronicle, Linux, SQL, Security Audits, Microsoft 365, Windows 10, ServiceNow, Zendesk, and Spiceworks** ticketing system, and **fundamental cloud concepts**
-

RELEVANT EXPERIENCE

Customer Service Representative 2 • *U.S. Bank, Jacksonville, FL*

11/2022 - Present

- Effectively utilized advanced technology to revolutionize customer support operations. By addressing a wide spectrum of cardholder requirements including balance inquiries, denied transactions, replacement cards, and account updates within a single call, I streamlined the support process. This minimized the need for transfers, leading to enhanced service level adherence, while also ensuring prompt and efficient issue resolution.
- Played a central role in aiding cardholders with the completion of forms and tickets for disputes tied to unauthorized charges. My expertise not only facilitated this process but also included educating customers on the dispute resolution policy journey and furnishing them with estimated timelines for resolution. As a result of these efforts, I achieved an outstanding 95% satisfaction rate, underscoring my commitment to delivering exceptional customer experiences.
- Empowering cardholders by providing comprehensive education about the array of self-service tools available. This education encompassed user-friendly mobile apps and websites, enabling customers to take charge of efficiently managing their own accounts. This proactive approach played a pivotal role in enhancing quality assurance outcomes and achieving high first call resolution scores.

Nirvana/Real Time Escalation Specialist • *Comcast, Jacksonville, FL*

11/2017 - 09/2021

- Served as subject matter expert, providing expert support across various communication channels, including chat, email, phone, and on-site floor support for a team of over 100 members. I not only addressed complex issues but also played a pivotal role in supporting the onboarding process for new hires. This involved conducting comprehensive training sessions that emphasized proper phone etiquette and exceptional customer service skills.
- My leadership abilities shone through as a frontline support agent, where I diligently monitored and analyzed customer issue trends. Through proactive supervision and consistent performance, I achieved remarkable metrics that contributed to a substantial 90% improvement in service level adherence stabilization. My commitment to excellence extended to sharing my observations with supervisors, ensuring valuable insights were disseminated to the team for continuous enhancement.
- Took a proactive stance in identifying and promptly reporting real-time issues encountered by fellow agents regarding our existing tools. I then swiftly devised temporary solutions until permanent resolutions were put in place. This proactive

approach resulted in tangible benefits, including improved average handling times (AHT) by effectively managing calls within the designated 5-7 minute timeframe, thus optimizing both efficiency and customer satisfaction.

Central Division Customer Expert • Comcast, Jacksonville, FL

11/2009 - 11/2017

- Delivered exemplary technical support while also providing comprehensive education on self-service tools, resulting in a substantial reduction in call backs and an impressive 90% service level adherence. By empowering customers to utilize self-service capabilities, I played a pivotal role in streamlining the support experience and achieving elevated levels of customer satisfaction.
- Functioning as a subject matter expert, by extending support and guidance through various communication channels including chat, phone, email, and on-site floor assistance for a department encompassing over 100 individuals. My expertise was harnessed to conduct dynamic new hire training sessions, catering to groups of 20 or more. These sessions seamlessly transferred knowledge and equipped new team members with essential skills, setting them on a trajectory for success.
- My effectiveness as a frontline support agent was reflected in my adept management of critical metrics such as average handle time, first call resolution, and minimizing transfer and hold times. Through consistently exceptional performance and unwavering adherence to best practices, I not only met these metrics but also served as a model for new hires. This demonstration showcased the attributes of a well-rounded and efficient support agent.

Workforce Management Analyst • Comcast, Jacksonville, FL

10/2008 - 11/2009

- Efficiently oversaw call center operations, managing a large team of 300+ agents. Through the implementation of effective strategies, I successfully reduced hold times and enhanced the accessibility of representatives, ensuring a seamless and satisfactory customer experience. This effort not only improved customer satisfaction but also showcased my ability to manage resources in a way that aligns with call center principles of efficiency and responsiveness.
- Took charge of developing comprehensive reports that provided valuable insights into daily, weekly, and monthly productivity. This data-driven approach enabled accurate forecasting and strategic preparation for staffing requirements, resulting in optimized operational efficiency and resource allocation. This skill mirrors the importance of data analysis and predictive modeling in cybersecurity to anticipate and mitigate potential threats.
- In a proactive capacity, I monitored and managed outage and maintenance messages for customers through an automated system. My swift interception of these messages before they reached agents ensured customer awareness and demonstrated a proactive approach to addressing issues. This transparent and customer-centric communication approach resonates with cybersecurity practices of rapid incident response and open communication during security incidents.

Internet Tech Support/Business Class Tier Specialist • Comcast, Jacksonville, FL

08/2007 - 10/2008

- As a frontline internet tech support provider, consistently delivered exceptional assistance to a diverse range of customers, both residential and business clients. My adeptness in handling an average of 30 calls per day showcased my ability to manage high volumes while offering effective troubleshooting and resolving complex technical issues. This skill is directly applicable to cybersecurity roles, which often involve rapid response and resolution of security incidents to ensure optimal system integrity and protection.
- By providing detailed information about the company's products to customers, I significantly contributed to sales success. My proficiency in conveying the features, benefits, and value propositions of the products resulted in an impressive average of over 15 daily sales. This highlights my ability to communicate technical concepts clearly and persuasively, a crucial skill in the cybersecurity field, where effective communication of security measures and practices is essential to ensure user compliance and system safety.