

Aspen Stahl

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EXPERIENCE

Optum Financial — Customer Support Specialist **10/21 - 09/23**

- Owned and completed a project fixing dozens of accounts and customer problems relating to mislabeled COBRA coverage.
- Cross trained in 4 specialty systems within 2 months of employment becoming one of the key agents in COBRA.
- Research complex issues across multiple databases and work with support resources to resolve customer issues.
- Utilized a combination of Salesforce, inContact, and Microsoft Teams to ensure the best experience possible for customers.

TaxBit, Draper, UT — Technical Support Specialist **02/21 - 05/21**

- Developed and processed customer CSVs from crypto exchanges, matching them to TaxBit's internal formatting and ensuring that all data was uploaded correctly.
- Handled a high volume of messages, consistently performing in the top 10% of specialists in the department.
- Verified API checks from dozens of crypto exchanges.

Circle K, Clayton, NC — Cashier **05/18 - 01/19, 12/19 - 02/2020**

- Processed customer transactions with 100% accuracy, balancing cash drawer daily within a \$5 discrepancy limit and managed delivery schedules, as well as stock and maintain store.
- Handled customer complaints and resolved issues in a timely and professional manner while managing store maintenance including cleaning and display set up.
- Demonstrated strong communication skills by greeting customers, answering questions, and providing product recommendations.

Speedway, Clayton, NC — Cashier **10/17 - 04/18**

- Provided exceptional customer service to an average of 100 customers per day, resulting in a 90% customer satisfaction rating.
- Handled cash and operating a variety of POS systems, with no discrepancies or errors in over 500 transactions.
- Demonstrated keen attention to detail in handling transactions, ensuring 100% accuracy in balancing cash drawers at the end of each shift.

Convergys, Logan, UT — Customer Service Representative **06/11 - 10/12**

- Responded to all live customer queries immediately with 24-hour resolution times while troubleshooting any issues with Comcast services or products.
- Facilitated customer satisfaction surveys, receiving a score of 99% satisfaction

Education

High School Diploma
Franklin County High School, Preston, ID
Full Stack Developer Certification – Udemy
Advent Visual – Advertising Team
Clayton, NC

Skills

Technical Support ▪ Google Sheets ▪ ZenDesk ▪ Microsoft Office ▪ HTML5
CSS3 ▪ Javascript ▪ Microsoft Sharepoint ▪ Python ▪ inContact ▪ Microsoft Teams
Salesforce ▪ API QA ▪ 50 WPM ▪ Problem Solving ▪ Visual Studio