



✉ amanda.taylor@twosoft.com

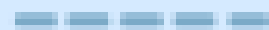
☎ +1-609-669-8669

📍 New York, USA

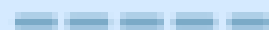


Skills

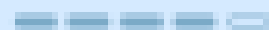
IT Help Desk Ticketing



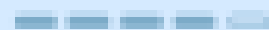
Mac & Windows OS



SharePoint Phone System



Printer Support B.E. Samsung



Awards & Acknowledgements

The Max Weber Award 2018
Columbia School of Journalism

Richard Eason Award for English
2014
City of Port Moody

Languages

English (Native)

Spanish (Intermediate)

German (Beginner)

Amanda Taylor

Tech Support Engineer

Personable tech support representative with 4+ years of experience analyzing issues with drone hardware and software. Achieved company flight retention rate of 99.32%. Seeking to ignite career with the team at Inter Drones.

Experience

Tier 2 Tech Support Specialist Jan 2011 - Dec 2016

Silver Robotics

Key Responsibilities

- Mentored a fast-paced team of 10+ technical support specialists.

Key Achievements

- Achieved company-high customer retention rate of 99.32%
- Quickly promoted from Tier 1 to the Tier 2 team due to extensive knowledge of help desk ticketing system and help desk software.

Secretarial Assistant Jan 2010 - Dec 2010

Boston Logistics

Key Responsibilities

- Managed and delegated phone and online tickets for clients.
- Encouraged and influenced potential clients on company portfolio decisions, cutting down on false leads.
- Instituted customer promotional survey to assess brand demand, which soon became adopted company-wide.

Key Achievements

- Implemented storage solution leading to 15% cost reduction.

Education

New York, NY (Sep 2017 - Now)

Columbia School of Journalism

- Majoring in Investigative Journalism
- Expected Graduation in 2020

Awards

The Max Weber Award 2018
Columbia School of Journalism

Richard Eason Award for English 2014
City of Port Moody