

CHRISTIAN F. BRUNO

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Technically sophisticated professional with diverse experience performing a wide range of technical support including client services, troubleshooting, and end user support. Demonstrates the ability to resolve complex technical support requests and works collaboratively to drive consistent service delivery methods. Proactively monitors network devices, services, and servers using a combination of tools to ensure high availability. Exceptional at delivering high level support through timely response, troubleshooting, and effective incident resolution. Demonstrates articulate internal and external communications, exemplary customer service, conflict management, team training and consultation skills.

Proficient in MS Office Suite, SQL Server, Salesforce, Jira, Adobe Creative Suite (LightRoom, Photoshop, Illustrator, Premiere Pro, SpeedGrade), Final Cut Pro X, ProPresenter (4,5 and 6), and Black Magic ATEM Software.

PROFESSIONAL CAREER EXPERIENCE

TRAPEZE SOFTWARE, Cedar Rapids, IA (REMOTE),

October 2021 - Present

Application Support Analyst October 2021 – Present

Served as Hardware consultant for the professional services team providing remote and onsite consultations for hardware configuration, installation, and troubleshooting.

- Lead on-site training and consulting sessions.
- Created detailed installation design documents for efficient installation of vehicle peripherals.
- Configured, kitted, and shipped equipment for onsite installation.
- Developed strong and effective working relationships with clients to provide timely support for implementation, transitional, and escalation support.
- Created/improved essential internal and external training documentation to ensure are more efficient and scalable workflow.
- Managed complex project schedule to ensure billing milestones were met or adjusted appropriately.

UBER TECHNOLOGIES INC, Atlanta, GA,

October 2020 - October 2021

Technical Consultant October 2020 – October 2021

Served as Hardware consultant for the professional services team providing remote and onsite consultations for hardware configuration, installation, and troubleshooting.

- Lead on-site training and consulting sessions.
- Created detailed installation design documents for efficient installation of vehicle peripherals.
- Configured, kitted, and shipped equipment for onsite installation.
- Developed strong and effective working relationships with clients to provide timely support for implementation, transitional, and escalation support.
- Created/improved essential internal and external training documentation to ensure are more efficient and scalable workflow.
- Managed complex project schedule to ensure billing milestones were met or adjusted appropriately.

ROUTEMATCH SOFTWARE, Atlanta, GA,

March 2018 – October 2020

Subject Matter Expert June 2019 – October 2020

Deliver Subject Matter Expertise for hardware and peripherals including tablets, vehicle logic units, automatic vehicle annunciators, automatic passenger counters, and cellular routers. De-escalate difficult customer issues, serving as an expert in troubleshooting and fixed-route product vertical. Applied knowledge of SQL to manage backend databases, while evaluating and correcting data discrepancies.

- Lead on-site training and consulting sessions.
- Created detailed Jira cases for bugs, feature request, and showstoppers for escalation to Product Developers.
- Managed RMAs and hardware fulfillment for clients, providing desktop support for more than 650 agencies.
- Applied remote desktop to view and correct software and hardware issues.
- Updated script across various servers and databases.
- Gathered and monitored log files for case escalation and resolution.
- Administered cloud and client servers, and completed routine database backups.
- Developed and executed plans to improve performance, collaborating with the development team. Also defined software deficiencies, conducted software installations, and configured settings.

- Served as an integral team member to improve fixed route product vertical focusing on efficiency and client services, leading to decreased case backlog by 50%, while significantly enhancing customer satisfaction.
- Designed a new internal and client facing document for troubleshooting hardware issues to provide to the care team.

Customer Support Specialist August 2018 – June 2019

Provided superior customer service and industry knowledge to customers for all products. Served on the front-lines of care team taking inbound calls and emails, created cases for documentation and working issues to resolution.

- Assisted clients by unlocking user accounts and resetting passwords.
- Leveraged Salesforce, phone, email, and web-based support tools to communicate status and collaborate on solutions.
- Communicated issue status to clients in a prompt and professional manner.
- Provided training to individual customers as well as lead large group webinars.

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Customer Support Coordinator March 2018 – August 2018

Recruited to identify and resolve backlog of case issues by working with the Subject Matter Expert Team to identify trends and understand common issues/needs. Followed up on old/stale cases to ensure Support Specialists could focus on new issues.

- Helped the team reduced the backlog of cases by 10% before promotion to Support Specialist
- Ensured that clients' Salesforce data was up to date and cases were appropriately documented.

FIRST BAPTIST CHURCH OF VILLA RICA, Villa Rica, GA, **Media Director**

2015 – 2018

Recruited to provide insightful leadership to management of Media Department, including budgeting, weekly scheduling, and performing church event photography. Record videos and documentaries for major church events and announcements, create weekly bulletins and develop sermon notes, song lyrics, stage displays, and sermon countdowns. Research, purchase, and install new sound equipment. Provide A/V support for special services. Maintain A/V equipment and computers, including storage / archival of programs. Coordinate all technology upgrades and repairs for media ministry.

- Spearheaded church re-branding process, including messaging and design of new marketing / communications strategies in accordance with organizational objectives and strategic plans.
- Delivered thousands of dollars of media budget savings to the church by successfully negotiating with vendors and developing / nurturing strong third party supplier relationships.
- Led transition from outsourced to in-house print and digital media production, including design of original artwork and ideas.
- Supervised and led members of media department and provided training and education on equipment and software utilization.
- Developed and updated church website content and coordinated all social media engagement activities for Facebook, Twitter, Instagram, Periscope, Vimeo, and YouTube.
- Served as subject matter expert on all things digital media.
- Created visual graphics to be used for social media, website, banners, display screens, postcards, and advertisements.

CHICK-FIL-A, Villa Rica, GA, **Boards Leader**

2013 –

2015

Provided direction to new team members, ensuring execution of all employee duties to guarantee maximum guest satisfaction and a quality work environment. Cooked and served menu items and ensured that all menu items were prepared, portioned, and presented properly in a clean, safe, and sanitary manner, according to all regulations and quality / safety standards. Maintained proper food and non-food item inventory levels and ensured proper management of facility and equipment through preventive maintenance, repairs, security measures, and adherence to safety and sanitation requirements.

- Provided flawless management of guest relationships by successfully resolving issues and disputes and by providing exemplary customer care on a daily basis.
- Expertly handled wide variety of job responsibilities in a fast-paced work environment.
- Earned recognition as Chick-Fil-A Team Member of the Month for four consecutive months.

EDUCATION | AWARDS | AFFILIATIONS

Bachelor of Business Administration in Marketing, University of West Georgia, Carrollton, Georgia, Dec 2017

Beta Gamma Sigma Member: Inducted April 2017 | Dean's List: Fall 2014, Fall 2015, Spring 2016, Fall 2016,

Zell Miller Scholarship Recipient: 2014 - Present

Certificate in Sales and Certificate in Advertising, Dec 2017

Association to Advance Collegiate Schools of Business (AACSB) Accredited | Attended Berry College, Rome, GA