

# Chris Harris

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## Summary

Dynamic Customer Support Specialist with 7 years of experience, excelling in delivering exceptional customer solutions and enhancing quality control processes. Proficient in troubleshooting technical issues, effectively communicating with diverse stakeholders, and collaborating with cross-functional teams to drive customer satisfaction. Adept at utilizing data-driven insights to improve support operations and ensure service excellence. Committed to fostering trust and providing actionable feedback to enhance team performance and operational efficiency. Ready to leverage expertise in a Customer Support Engineer role to contribute to an innovative, customer-centric environment.

## Work Experience

### Customer Support Engineer/Quality Control Specialist - Akamai (2018 - current)

- Responsible for providing solutions for customers via support tickets, emails, and phone calls
- Demonstrates communication skills and the natural ability to earn the trust of customers
- Became familiarized with all Linode products, services, and systems both technically and operationally
- Worked closely with cross-functional teams to communicate and coordinate solutions for customer issues
- Participated in the design and implementation of quality control processes and standards
- Compiled and tracked performance at individual and team levels using a quality monitoring data management system
- Provided feedback and actionable data to peers and Support Leadership, as needed
- Coordinated and facilitated ticket calibration sessions for Support staff
- Prepared and analyzed internal quality reports for management staff review
- Devised and implemented a system from the ground up to optimize Support work

### IT Technician - The Institute for Family Health (2018)

- Ran diagnostics on a wide range of diagnostics
- Configured networks for multiple sites
- Provides level 1 triage for all IT related issues:
- Computer support entails all end user hardware and non-medical software, configuration, troubleshooting, connectivity, installations and upgrades.
- Continual enhancement to helpdesk business processes to improve efficiencies
- Update and maintain the helpdesk "Run Book"
- Monitor EMR In-Basket tickets, transcribe to Track-It and address accordingly
- Monitor on-line support line and enter tickets and follow up accordingly
- Monitors sites and network availability during business hours and advises key personnel accordingly

## Education

### St. John's University - BS in Computer Science (2013 - 2017)

*3.6 GPA*