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|  | **Christian Horban** |  | E:  christian.k.horban@gmail.com P: (831) 334-0325 A:   Parker CO, 80134 |  |

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| |  |  | | --- | --- | | **❘** | **Professional Summary** |   Versatile Support Specialist and effective problem solver with a proven record of providing outstanding customer service. Reputed for developing quick rapport with clients and management to meet cooperate goals and service level agreements.   |  |  | | --- | --- | | ❘ | **Work History** |   Vertafore – AMS360 Tech  Remote • 09/2021 – Current   * Responsible for investigating technical software and workstation related issues. * Documented clients contact and perform troubleshooting to resolve any issues. * Expert on product and industry knowledge and able to communicate that knowledge effectively to clients.   Coinbase - Customer Service Expert – Account Specialist  Remote • 02/2022 – 06/2022   * Responsible for investigating client account security incidents and mitigating risks and loss of funds. * Documented clients contact and perform troubleshooting to resolve any issues. * Expert on product and industry knowledge and able to communicate that knowledge effectively to clients.   Applied Statistics and Management - *Application Analyst* Temecula, CA • 06/2021 – 02/2022   * Collaborated with Clients to evaluate and recommend solutions to complex problems and requests. * Documented clients' issues and processes of resolution. * Performed troubleshooting, maintenance, and optimization of software applications. * Assisted in identifying gaps between business requirements and application capabilities and recommend action steps.   The Smart Circle - *IT Support Specialist II*  Newport Beach, CA • 09/2017 - 12/2019   * Collaborated with vendors to locate replacement components and resolve advanced problems. * Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions. * Configured hardware, devices, and software to set up workstations for employees.   SC Fuels - *Help Desk Analyst*  Santa Ana, CA • 05/2017 - 09/2017   * Built and provided basic end-user troubleshooting and desktop support on Windows, Linux, and Mac systems. * Documented transactions and support interactions in system for future reference and addition to knowledge base. * Managed high levels of call flow and responded to various technical support needs.   Geek Squad - Best Buy - *Geek Squad Precinct Lead*  Mission Viejo, CA • 06/2015 - 05/2017   * Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions. * Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. * Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows. * Set overall vision and provided team leadership. |  | |  |  | | --- | --- | | **❘** | **Skills** |  * Application Analysis * Complex problem-solving * Technical Analysis * Good Telephone Etiquette * Decision Making * Interpersonal Communication * MS Office * Data Entry * Critical Thinking * Html * Css * Web Developement  |  |  | | --- | --- | | ❘ | **Education** |   CareerFoundry: Full-Stack Development |