

Sabrina Marshall

North Las Vegas, NV 89086
brinebrine1210@gmail.com
+1 702 689 7846

Seeking a position in a growing and reputable organization where my previous experience, training, and education will be best utilized.

Work Experience

IT Support Supervisor

Asurion - Las Vegas, NV
June 2019 to Present

Duties include:

Directly supervising a team of Tier 2 associates to ensure that productivity, quality, sales, customer satisfaction and performance objectives are met and performed based on company policies and procedures, ensure that warranty claims are executed and resolved in a timely manner, coach and develop associates through constructive feedback, training assessments, progressive disciplinary actions and other coaching techniques, review key metrics with each direct report on a daily, monthly and quarterly basis, maintain attendance, daily statistics in conjunction with Workforce Management, Direct client services (account and project management) Experience with SaaS business products (e.g., Salesforce, Workday, NetSuite, Concur, etc.) and with a language (e.g., JavaScript, groovy, Java, SQL, .Net, XML, JSON, etc.)

Technical Support

Asurion - Las Vegas, NV
March 2018 to May 2019

Duties include: Assisting customers via phone or chat with various technical issues on phones, tablets, computers, routers, etc., troubleshooting, testing resolution to ensure satisfaction of customer, account maintenance, and maintaining technical knowledge

Tax & Legal Case Manager

Sutherland Global Services - Las Vegas, NV
March 2017 to March 2018

Duties Include: Providing excellent customer service, Assisting users with local tax regulations based on jurisdiction, assisting users to abide by local laws, upholding and maintaining policies, facilitating mediation between users, point of contact for any tax or legal representative contacting company, case management and other duties assigned.

Floor Supervisor

GiveRight Inc - Henderson, NV
January 2016 to March 2017

Duties Include:

Supervising a team of telefundraisers, Coaching fundraisers to achieve goals, Hold individual fundraisers accountable to execute the fundamentals of the call structure and achieve performance expectations, Meeting or exceeding client fundraising goals and expectations,

Utilizing internal system to document fundraiser coaching, Motivating and encouraging fundraisers through positive communication and feedback, Completing a minimum of one monitoring checklist per fundraiser each week, Documenting performance gaps and employ corrective actions as needed, Ensuring fundraiser files are updated and accurate, Document and resolve employee relations issues, Interacting with superiors and colleagues in a spirit of cooperation, Conduct initial fundraiser training when necessary, Develop, communicate and implement a detailed daily fundraiser assignment plan to maximize campaign performance.

Campaign performance includes fundraising results, contact volume goals and efficiency (CPH), Analyze campaign fundraising and efficiency results and statistical trending to track campaign progress and create/adjust plans accordingly, Administer dialer performance functions as necessary, Assist with supervisor interviewing when necessary and Other duties as assigned.

Administrative Assistant/ Human Resources

GiveRight Inc - Henderson, NV

April 2014 to January 2016

Duties include: Payroll, Recruiting, Benefits, Interviewing, Scheduling, Ordering Office Supplies, Fingerprinting, Onboarding and Training, Counseling and Termination practices, Basic Accounting, Data Entry, Answering Multi-line Telephones, Employee Record Management, Mail Sorting, Event Planning and Light Janitorial Services

Inventory Specialist

RGIS - Henderson, NV

December 2013 to April 2014

Duties include: Taking Inventory, Traveling, and Basic Math skills

Photographer

Picture People - Henderson, NV

April 2012 to November 2013

Duties include:

Operating the cash register, cash handling, sales, took inventory, answer multi-line telephones and photography.

Studio Manager

Kiddie Kandids, LLC - Las Vegas, NV

July 2010 to July 2012

Duties included:

Labor management including; recruiting, interviewing, hiring, counseling and termination practices, Auditing, Inventory, Shipping and Receiving, Scheduling, customer service, answering multi-line telephones, data entry, greeting clients, sales, and photography.

Education

BA in Information Technology and Network Security

Independence University - Las Vegas, NV

September 2017 to October 2019

Diploma

Framingham High School - Framingham, MA

2004

Skills

- Network Support
- Benefits administration
- Microsoft Windows
- Microsoft Windows Server
- Active Directory
- DHCP
- DNS
- VoIP
- LAN
- Avaya (6 years)
- Mobile devices (4 years)
- Customer service (10+ years)
- SaaS
- Human resources management
- Management
- VPN
- Microsoft SQL Server
- Adobe Acrobat
- Adobe Creative Suite
- Customer relationship management
- Benefits administration
- Sales
- B2B sales
- Help desk
- Call center
- Call center management
- Workday
- Workforce management
- Citrix

- WAN
- TCP/IP
- Microsoft Exchange
- SQL
- Zendesk
- Remote Access Software
- SSO
- Microsoft Excel
- Microsoft Word
- Microsoft Powerpoint
- Telecommunication