

NyLeeC' Payton-Deale

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EDUCATION:

Comptia A+

Comptia Security+

Gonzaga College High School

WORK EXPERIENCE:

Conduent

Technical Support Advisor / AHA / June 2021 – Present

- Handled customers via call-ins.
- *Communicated using* strong interpersonal skills to build a genuine connection with customers.
- Researched articles in order to diagnose and resolve customers issues.
- Documented troubleshooting steps.
- Accuracy documented steps taken while troubleshooting.

SERVICE SOURCE

Customer Assistance Center Assistant Supervisor / Oakton, VA / June 2020 – May 2021

- Optimized Customer Service Center efficiency by training employees to exceptionally understand their responsibilities.
- Created a training regime to guide the onboarding of new employees.
- Managed office moral through constructive feedback.
- Pleasantly interacted with customers via phone, email, or walk-in.
- Documented requests into a CRM and monitored through completion.
- Transferred requests to responsible parties and tracked key performance indicators.
- Ensured accuracy in work submitted through regular quality control reports utilizing computer software, strong report writing, and analysis skills.

SERVICE SOURCE

Customer Assistance Center Representative / Oakton, VA / April 2019 – June 2020

- Pleasantly interacted with customers via phone, email, or walk-in.
- Documented requests into a CRM and monitored through completion.
- Transferred requests to responsible parties and tracked key performance indicators.
- Ensured accuracy in work submitted through regular quality control reports utilizing computer software, strong report writing, and analysis skills.

C3 Cyber Club

IT After-School Teacher / Washington, DC / August 2016 – February 2017

- Taught Information Technology & STEM knowledge to elementary aged students through a tailored curriculum based on students needs.
- Created an organized, fun, and rewarding experience for the students, which notably enhanced their self-esteem.

Redskins Charitable Foundation

Sales Associate / Landover, MD / August 2016 – January 2017

- Greeted and courteously answered guests questions.
- Handled cash and credit transactions while balancing income and sales.
- Served in a sales and customer service role assisting customers with ticket purchases.

The L'Enfant Trust

Intern / Washington, DC / June 2015 – August 2015

- Assisted with project management of Historic Properties Redevelopment Program projects.
- Researched building histories, historic preservation methods & technologies.

- Updated large masses on progress through e-newsletters, mailings, and social media.
- Performed general clerical duties.

SKILLS:

- Technical troubleshooting: computer hardware repair, Setup, LAN/WAN, network connectivity, administration
- Microsoft 365, Adobe Suites, Apple Pages, Quark, Eclipse, Xcode, Mailchimp
- Windows XP, Mac, Linux, Java, HTML/Dart, A/V, Object Oriented Programming,