

## SUMMARY

Technical Support Specialist with experience in CCaaS environments, delivering empathetic, timely, and accurate customer service. Strong background in troubleshooting, problem-solving, and collaboration with engineering teams to enhance customer experiences.

## EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District

 Jun 2022 – Ongoing

 Avondale, AZ

- Provided remote and on-site technical support

  - Managed technical support tickets via email, chat, and phone, delivering solutions promptly
  - Communicated empathetically and professionally with users, maintaining high customer satisfaction scores
  - Collaborated with engineering and product teams to resolve complex issues and improve service delivery
  - Documented interactions and solutions in the organization’s CRM system for consistent support quality
- Developed support documentation

  - Contributed to internal knowledge base articles, improving troubleshooting processes and user guidance
  - Implemented ticketing system improvements, enhancing workflow and reducing response times by 30%

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints

 May 2020 – May 2022

 Syracuse, NY

- Led remote technical support and training

  - Supported over 3,000 users transitioning to remote operations, maintaining effective communication channels
  - Diagnosed and resolved issues related to virtual meetings and IP telephony, ensuring minimal downtime
  - Acted as a liaison between technical teams and users, facilitating clear communication and problem resolution
- Enhanced remote collaboration tools

  - Contributed to knowledge base updates, improving documentation for internal use and user training
  - Monitored ticketing system performance, driving a 25% increase in user issue resolution efficiency

## EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University

 Expected May 2026


 Online

- 4.0 GPA, focused on technology management, customer experience, and cloud computing concepts

Associate of Science in Computer Science

Rio Salado College

 August 2024

 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA, with coursework in networking and cloud-based systems

## SKILLS

CCaaS Support

Technical Troubleshooting

CRM Systems

Ticketing Systems

Customer Communication

Empathy in Support

Process Documentation

IP Telephony

Remote Technical Support

Problem-Solving

Collaboration

Adaptability

Training & Mentorship

User Experience

Cloud Contact Centers