

Elias Terreros

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Professional Summary

With seven years of customer service experience and one year of product support expertise, I am a skilled professional who is committed to providing exceptional service and support. I have a proven track record of resolving complex customer issues in a timely and efficient manner, and I possess the technical skills needed to troubleshoot and resolve technical issues quickly. In addition to my technical skills, I am an excellent communicator who is dedicated to delivering a positive customer experience at every touchpoint.

Experience

Present

Arbiter Sports, Remote- *Bug Verification*

- Coordinate troubleshooting and analysis of issues from internal and external users and solutions all the way through resolution.
- Collaborate closely with cross-functional teams, including developers, quality assurance, and product management, to prioritize and communicate the status of bugs, expediting issue resolution and promoting efficient software development.
- Implement and maintain a structured bug tracking and documentation system, resulting in improved bug reporting efficiency and enhanced communication among team members.

March 2022 - December 2022

Arbiter Sports, Remote- *Product Support Specialist*

- Advocates for customers within the organization, communicating their needs and feedback to our product development team, ensuring that products are designed to meet those needs.
- Collaborated with the product development team to identify and address recurring issues, reducing support tickets.
- Work with other departments and product teams to assess, initiate, refine and drive appropriate functional solutions.

May 2021 - March 2022

Advance Insurance, Orem,UT- *Office Manager*

- Managed day-to-day operations of an office including supervising administrative staff and maintaining office equipment..
- Implemented and maintained office policies and procedures to ensure efficient operations, including managing schedules and appointments, coordinating meetings, and overseeing facility maintenance.

- Conducted research, prepared reports, and provided support to senior management on various projects, human resources, and facilities management.

Education

In progress

Full Stack Web Developer Certification-. Expected 2024

Related Skills

- Technical Troubleshooting and Problem-Solving.
- Ability to build and maintain strong customer relationships.
- Proficient in Salesforce.
- Ability to work independently and as part of a team.
- Attention to detail and ability to prioritize workload.
- Ability to interact positively with coworkers and maintain a good relationship with multiple departments.
- Ability to analyze information, problems, and procedures to develop effective solutions.

Certifications



Certified Scrum Product Owner

Professional Memberships

- Volunteer Youth Leader/Counselor, Davenport Community

References

Available upon request

Closing

Thank you for taking the time to review my resume. I look forward to the opportunity to further discuss my qualifications and how I can contribute to the success of your organization.