

Eric Malpass
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Work Experience:

Booking.com

Bellevue, Washington

Senior Customer Service Specialist

April 2016 - Present

Assisted agents with difficult calls, advised on the correct procedure, developed action plans for mass issues and took over escalated calls from guests and partners. Troubleshoot issues and resolved them was the best possible outcome for both the partner and the guest.

Xerox

Redmond, Washington

Customer Service Representative

September 2015- April 2016

Assisted customers with any issues with their Google products though primarily focused on issues dealing with digital content being Apps, music, movies, books and newsstand. Reviewed issues that customers presented and assisted to the best of my ability even if the issue was out of my scope of support.

Wave Broadband

Kirkland, Washington

Business Support Team

January 2012 – May 2015

Assisted small businesses set up and manage their internet, cable television and phone needs. Set up site surveys for new service and answer ongoing questions about how their service and assisted with question on the billing.

E Bo Young Talking Club

Busan, Korea

Teacher

September 2010 – October 2011

Taught English grammar and reading to younger students while more conversational English and debate to older students. Managed my own classroom in which the students ranged in age from elementary to middle school age students.

Corem Language Institute

Yongsan, Korea

Teacher

July 2009 – September 2010

Taught English to children ranging in age from kindergarten to middle school in an ESL environment. Manage a classroom alone with generally around 12 students. Taught all aspects of English from grammar to conversational skills.

Sylvan Learning Center

Everett, Washington

Teacher

April 2008 – July 2009

Taught all aspects, both English and mathematics, of SAT and ACT test preparation courses, which are the college entrance exams in the United States. The classes were taught in a 3:1 student to teacher ratio with one third of the time focusing on math, one third on English vocabulary and grammar, and one third of the time on essay writing.

WDS Global

Kirkland, Washington

Tier 3 Technical Support Representative

February 2007 – March 2008

Provided tier 3 data support by troubleshooting hardware and software issues, identifying network and application issues, provided information on how to setup and use the products of all compatible manufacturers. Performed technical support with a mind on customer relations in addition to solving the problem.

American Express Financial Advisors / Ameriprise

Seattle, Washington

Financial Advisor

March 2005 – June 2006

Acquired new clients and advised them on a financial course to meet their retirement and saving objectives. Created financial plans and rebalance them periodically or order to make sure client financial goals were on course or if they needed to be adjusted.

Qualification Highlights:

- Strong analytical skills
- Self-motivated with an effective ability to multitask
- Exceptional written and verbal skills
- Microsoft Certified Engineer - Networking

Education:

Western Washington University
September 2000 - December 2004
Bachelor of Arts in International Business

Bellingham, Washington

Vrije Universiteit Brussel
August 2002 - June 2003
International Management Studies

Brussels, Belgium