

# ERIC MALPASS

Everett, WA 98208 □ (206) 920-5275 □ [EricMalpass@gmail.com](mailto:EricMalpass@gmail.com)

## Summary

Hold extensive expertise in course planning, student/colleague engagement, and performance benchmarking. Collaborate effectively with colleagues to achieve goals set for both the team and individuals. **Core competencies include:**

- Collaboration
- Professionalism
- Complaint Resolution
- Written Communication
- Problem Solving
- Customer Focused
- Oral Communication
- Lesson Planning
- Information Seeking

## PROFESSIONAL EXPERIENCE

**BOOKING.COM** | Bellevue, WA 2016-2020

### Senior Customer Service Specialist

Supported Customer Service Specialists by providing helpful information, answering questions, and responding to complaints. Ensured agents provided clients satisfaction with products, services, and features.

- Led Customer Service Specialists and provided support for policy questions and procedural problems.
- Handled difficult cases that required a more detailed review.
- Approved higher payouts for Customer Service Specialists to provide to clients.

**XEROX** | Redmond, WA 2015-2016

### Customer Service Representative

Attracted potential customers by answering product and service questions and suggesting information about other products and services. Processed orders, prepared correspondences and fulfilled customer needs to ensure customer satisfaction.

- Assisted customers with Google products, including Apps, music, movies, books, newsstand, and other digital content.

**WAVE BROADBAND** | Kirkland, WA 2012-2015

### Business Support Team Representative

Established and maintained professional and positive relationships with customers on behalf of Wave Broadband and ensured issues were addressed consistently with company policies and practices.

- Set up and managed Internet, cable, television, and phone needs for small businesses.
- Initiated site surveys for new service, and answered ongoing service and billing questions.

**E BO YOUNG TALKING CLUB** | Busan, Korea 2010-2011

### Teacher

Prepared lesson plans and educated students. Assigned homework, graded tests, and documented progress.

- Taught English grammar and reading to younger students and conversational English and debate to older students.
- Managed classroom with students ranged from elementary to middle school aged students.

**COREM LANGUAGE INSTITUTE** | Yangsan, Korea

2009-2010

### Teacher

# ERIC MALPASS

---

Page 2 □ (206) 920-5275 □ [EricMalpass@gmail.com](mailto:EricMalpass@gmail.com)

---

Instructed students in an elementary school from grades K-8. Created lesson plans, administered praise and constructive criticism, instructed students on English, grammar, and conversational skills. Created a well-rounded, comprehensive instructional program.

- Taught three different levels of English immersion kindergarten

**SYLVAN LEARNING CENTER** | Everett, WA

2008-2009

**Teacher**

Taught English and mathematics, 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 time split evenly focusing on math, English vocabulary and grammar, and essay writing.

**WDS GLOBAL** | Kirkland, WA

2007-2008

**Tier 3 Technical Support Representative**

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

- Identified new unsupported devices and software and strove to integrate such devices and software

**AMERICAN EXPRESS FINANCIAL ADVISORS** | Seattle, WA

2005-2006

**Financial Advisor**

Acquired new clients; advised them on a financial course to meet their retirement, and saving objectives. Created financial plans and rebalanced them periodically to make sure client financial goals were on course.

- Drove client acquisition to meet goals for asset under management

---

## EDUCATION & TRAINING

---

**Bachelor of Arts in International Business, Western Washington University, Bellingham, WA**

**International Management Studies, Vrije Universiteit Brussel, Brussels, Belgium**

**Microsoft Certified Engineer - Networking**