Reginald Littleton

Contact

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(210) 835-6451

Summary of Qualifications

- Experience working closely with other teams/departments to ensure any issues raised are resolved in timely manner.
- Experience responding to inquiries in writing using professional email skills with Microsoft products.
- Experience with trouble shoot ticket creation, entering them into a database and correctly referencing them to the appropriate team members.
- Experience with version control repository systems.

Work History

10/2019 - Current

Billing Specialist – Rackspace

San Antonio, TX

- Assist on various projects and task as assigned by management and meet all deadlines associated with project work.
- Research and created knowledge base solutions for customers and coworkers meant for specific issues.
- Provide inter-departmental collaboration by escalating unresolved issues to appropriate support functions.

11/2018 - Current

Freelance Front End Development *San Antonio, TX*

- Worked with local business, developing websites that include e-commerce, registration, multilingual functionalities.
- Created logos and website design illustrations using Adobe Illustrator and Photoshop.
- Provide maintenance and creation using front-end technologies such as HTML, CSS, JS, jQuery and Wordpress.

09/2017 - 10/2019

Accounts Receivable Specialist – Rackspace

San Antonio, TX

- Create, respond to, escalate, and track all outstanding tickets in multiple segmented internal systems through completion and closure.
- Answered customer inquiries via email and tickets concerning current balance and payment options.
- Handled daily inbound calls while providing superior customer service to customers as it pertains to account billing, payment support and explanation of services and usage.

Education

Bachelor of Business Administration in Management

The University of Texas at San Antonio: May 2017

Full Stack Development Certification

Trilogy - The University of Texas at San Antonio: April 2020 - Sept 2020