

Bernard S. Cooper

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EDUCATION

North Carolina Agricultural and Technical State University, Greensboro, NC
B.S. in Business Marketing, December 2013

EXPERIENCE

Alorica

High Point, NC

Customer Care Representative

11/2018-04/2019

- Provided daily support to users of various computer systems including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.
- Communicated clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.
- Increased personal technical knowledge by reading trade publications, operating manuals, and diagnostics information, and attending conferences or seminars when possible.
- Developed training manuals and troubleshooting procedures to help both support personnel and end users interact properly with hardware and software.
- Collaborated with technical staff and clients to establish goals and objectives for system improvements and upgrades.
- Created and implemented new processes to improve efficiency and customer satisfaction while reducing costs.

Conduit Global

Greensboro, NC

Technical Support Representative

10/2016-10/2017

- Provided daily support to users of various computer systems including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.
- Communicated clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.
- Installed and maintained hardware, software, and other equipment to meet client requirements, routinely observed operational performance, and installed security patches and updates when necessary.
- Maintained detailed records of daily interactions with customers, installation activities, reported issues, and completed solutions along with any further actions required of management or repair personnel.

Wireless Care Representative

04/2016-10/2016

- Assisted in the management of taking customer's calls and assessing their concerns.
- Took ownership of the customer's needs, and found effective resolutions.
- Quickly researched, and investigated issues that concern the customer.
- Relayed information in a clear and concise manner.

Measurement Inc.

Greensboro, NC

Evaluator/Reader

06/2015-07/2015