
Jen Gomez

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Technical Support Specialist with a proven track record in coaching and optimizing Customer Support Teams within the realm of SaaS operations. Proficient in diagnosing complex technical issues and delivering top-notch customer service, my experience includes successfully elevating customer satisfaction by implementing strategic coaching methodologies and refining support processes. Skilled in mentoring teams to achieve high-performance standards, I bring a blend of technical acumen and a dedication to providing exceptional service. I am eager to apply my expertise in troubleshooting and team leadership to contribute to a dynamic technical support environment, fostering a customer-centric approach and driving overall customer satisfaction.

SKILLS

-Fluent in Spanish -Zoom -Microsoft Teams -Git/Github -Javascript -HTML -Slack -Stripe
-Salesforce -SQL -Zuora -Google Calendar -CSS -Twilio -SendGrid -React -Google Docs
-Google Slides -VS Code -Command Bar -Amazon Connect -Okta

CERTIFICATES

-**JAVASCRIPT COURSE** (CODEACADEMY/ Issued: Dec 2023/ Credential ID: 657829E02F)
-**GIT & GITHUB COURSE** (CODEACADEMY/ Issued: Jan 2022/ Credential ID: 61BF174ECC)
-**BUILDING INTERACTIVE WEBSITES COURSE** (CODEACADEMY/ Issued: Nov 2021/ Credential ID: 6184CA2021)
-**COMMAND LINE COURSE** (CODEACADEMY/ Issued: Nov 2021/ Credential ID: 61A334EB4A)
-**HOW TO CODE** (CODEACADEMY/ Issued: Oct 2021/ Credential ID: 616F0F9221)

EXPERIENCE

Podium, Lehi, UT - *Product Support Coach*

May 2022 - Aug 2023

- Facilitate the onboarding and training of new team members, ensuring a smooth integration into the department. Develop and maintain in-house troubleshooting documentation to optimize support processes and knowledge sharing. Design and deliver training programs tailored to the needs of the Support Department, enhancing the team's skills and proficiency. Conduct regular one-on-one meetings with representatives to enhance their soft skills, boost customer satisfaction (CSAT) scores, optimize case handling efficiency, deepen product knowledge and align with career development objectives. Stay current with updates related to software bugs, product information and troubleshooting techniques to provide up-to-date support solutions.

Podium, Lehi, UT - *Product Support Representative*

Nov 2021 - May 2022

- Proactively address and resolve customer issues and inquiries with a strong emphasis on efficiency and promptness. Exhibit proficiency in handling both inbound/outbound calls, managing chat interactions, and meticulously documenting cases. Serve as a mentor to onboard and guide new team members. Demonstrate an extensive and nuanced understanding of our platform's capability and the array of features it offers,

enabling comprehensive technical customer support and informed solutions.

Select Portfolio Servicing, West Valley, UT - *Relationship Manager*

Aug 2015 - Nov 2021

- Stay abreast of evolving U.S Banking and Servicing regulations. Manage a diverse portfolio of mortgages, including current, delinquent, Government-Sponsored Enterprise (GSE) and foreclosure cases. Efficiently collect payments and facilitate the documentation required for assistance programs, while fostering collaboration with relevant departments to reach resolutions. Evaluate and oversee foreclosure and short sale transactions. Provide mentorship and training to incoming team members.

Granger Medical Clinic, West Valley/West Jordan, UT - *Sleep Technician*

Feb 2014 - Aug 2015

- Perform in-depth overnight assessments to diagnose sleep disorders, encompassing polysomnography, sleep latency tests, and comprehensive sleep studies. Provide patient education and uphold meticulous records of patient encounters and sleep assessment outcomes.

Granger Medical Clinic, West Valley/West Jordan, UT - *Receptionist*

Jan 2013 - Feb 2014

- Efficiently manage the day-to-day operations involving doctors, staff, visitors and patients. Coordinate appointment scheduling, promptly address patient inquiries and emergencies, oversee inventory and supply levels. All while meticulously adhering to HIPAA regulations. Maintain comprehensive and precise records of patient visits.

Macy's, Salt Lake City, UT - *Sales Associate*

April 2012 - Jan 2013

- Facilitate customer interactions to enhance sales performance. Demonstrate expertise in company merchandise promotions and sales initiatives. Proven track record of meeting and exceeding sales targets.

EDUCATION

Codecademy Fullstack Developer Program

August 2023 - Present

GERE Software Development Program - Remote

June 2021 - July 2022

Tech-Moms - UT

Jan 2021 - June 2021

University of Utah - UT

Jan 2011 - Aug 2013

