





JEN GOMEZ

CONTACT

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SKILLS

Technical Skills:

Zoom
Microsoft Teams
Git/Github
Javascript
CSS
HTML
SQL
HTTP Requests
Microsoft Office Suite (Word, Excel, Outlook, Slides, Calendar)
Web-Based Applications
Software Troubleshooting(Twilio, , SendGrid)
Mobile Application Support
Amazon Connect (AWS)
Fetch API
Technical Support
CRM Software (e.g., Salesforce, Okta)
Ticketing Systems
Bug Software (ClickUp)
Remote Desktop Software
Collaboration Tools (e.g., Slack, Microsoft Teams)
Invoice Software (Stripe, Zuora)

Soft Skills:

Time Management
Strong Organizational Skills
Attention to Detail
Teamwork
Integrity
Confidentiality
Integrity

Customer Service Skills:

Fluency in Spanish

SUMMARY

Dynamic and customer-focused technical support professional in providing exceptional support to users across diverse industries. Proficient and skilled in diagnosing and resolving technical issues, communication and problem-solving, translating complex technical concepts into clear and understandable instructions. Proven track record in coaching and optimizing Customer Support Teams within the realm of SaaS operations. Skilled in documentation and knowledge sharing, committed to continuously improving support processes and procedures. Excited to leverage my expertise to contribute to the company's success by delivering superior technical support services

WORK EXPERIENCE

Product Support Coach

Podium

May 2022 - Aug 2023 / Lehi, UT

- 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, monitoring case/phone history for quality assurance, enhancing the team's skills and proficiency. Conduct one-on-one meetings with representatives to enhance their soft skills, boost customer satisfaction (CSAT) scores, optimize case handling efficiency, deepen product knowledge. Stay current with updates related to software bugs, product information and troubleshooting techniques to provide up-to-date support solutions.

Product Support Tier 2 Representative

Podium

Nov 2021 - May 2022 / Lehi, UT

- Address and resolve customer issues submitted from Tier 1 and inquiries with emphasis on efficiency and promptness. Proficiency in handling inbound/outbound calls, managing chat interactions and 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, informed solutions and de-escalation .

Relationship Manager

Select Portfolio Servicing

Aug 2015 - Nov 2021 / West Valley, UT

- Stay on top of evolving U.S Banking and Servicing regulations. Manage a diverse portfolio of mortgages, including current, delinquent, Government-Sponsored Enterprise (GSE) and foreclosure cases. 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.

Sleep Technician

Granger Medical Clinic

Feb 2014 - Aug 2015 / West Jordan, UT

- 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.

Receptionist

Communication Skills
Problem-Solving
Conflict Resolution
Relationship Building
Empathy
Attentive to detail
Customer Satisfaction
Customer Relationship
Management (CRM)
Retention

Qualifications:

SaaS Industry
Quality Assurance
Relationship Management
Coaching
Call Center
Quality Assurance
Healthcare Medical

Granger Medical Clinic

Jan 2013 - Feb 2014 / West Jordan, UT

- Manage the day-to-day operations involving doctors, staff, visitors and patients. Coordinate appointment scheduling, address patient inquiries and emergencies, oversee inventory and supply levels. Adhering to HIPAA regulations and maintaining comprehensive and precise records of patient visits.

Sales Associate

Macy's

Apr 2012 - Jan 2013 / Salt Lake City, UT

- 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

Full Stack Developer

Code Academy

December 2023 - Present

Software Development Program

GERE

June 2021 - July 2022

Intro to Web Development

Tech Moms

Jan 2021 - June 2021

Generals

University of Utah

Aug 2011 - May 2013