





# 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

## 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.

**Customer Service Skills:**

Fluency in Spanish  
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

## *Receptionist*

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