

JONATHAN ELF

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Profile

Here at Concentrix, I have grabbed every opportunity I was given to grow in terms of training and coaching skills.

I have accumulated skills in people management, customer service, technical support, intercultural communication, organisation, and time management.

I am used to working with targets and doing my best to exceed them while always striving to learn and grow in the process.

I have for the last year been learning web development with a focus on JavaScript and the React framework. Whilst learning I have also gained knowledge with HTML/CSS and JSX. Having built multiple web applications that uses APIs, I have gotten a great understanding of ES6 features including promises, async/await, and classes, which furthered my understanding of object-oriented programming. My current progress with React has also taught be a lot of value within functional programming.

Tech stack: HTML/CSS, JavaScript and React.

Libraries: Leaflet, Axios, faker.js, Semantic UI.

EXPERIENCE

Customer Sucess Account Manager

Concentrix

January 2021 – Present

As the primary contact of hundreds of companies, my job was to manage comments questions or concerns from the admins, the billing department, and the Creative Pros.

Responsibilities:

- Process orders
- Handle objections
- Administrative actions
- Showcasing excellent customer care
- Reporting
- Pipeline income
- Increase ARR

Subject Matter Expert

Concentrix

Feb 2019 – January 2021

Subject matter expert responsible for a globally used cloud-based product.

Responsibilities include, but is not limited to:

- Answering advocate questions
- Running monthly improvement presentation
- Making sure knowledgebase is up to date
- Run improvement projects for the product
- Being responsible for ~200 Tier 2 escalations per month
- Steering cases from Tier 1 into Tier 2, to Tier 3 as well as engineering
- Completed complicated asks from engineers

Working in a fast pace environment as the main point of contact for 60+ advocates, juggling daily advocate questions and my normal duties which include survey analysis, escalations, documentation as well as coaching. I have worked very closely with Tier 3 support in order to provide the best solutions to our customers. Having had the opportunity to work with engineers of the product has allowed me to gain a deep understanding of the product.

As I'm reporting to the Vendor Technical lead of my product, I've had the change to step up and covered specific duties on occasion. That includes following up on tool implementation, preparing and delivering Weekly Business Reviews to the client, and raising tickets for tools outages.

Social Media Specialist

Concentrix

Mar 2017 - Present

- Social Media Support
- Professional Development Plan (PDP)
- 1-1/1-Many support
- Undertaken a range of courses in Concentrix University in Training, Management and Coaching

Working with customer service and technical support. Having to juggle SLAs and prioritize cases in a busy market.

Covering for manager on occasions. Frequently discussing issues that arise within the team with manager, often flagging and solving upcoming concerns before they develop into problems. Working with manager to help enabling new agents to develop in their roles.

Following a PDP in Training. Giving trainings and coaching sessions regarding this.

Reviewed the existing training material and developed new material to ensure the New Hire and Upskill Agents reached the necessary understanding of online forums to work on behalf of a high-profile brand.

Intern

Antikt o vis (Antique and so)
Nyköping, Sweden

Sep 2016 – Mar 2017

- New hire training
- Storage management
- Advertising

Working as an Intern for Antikt o Vis I was able to develop as a leader within the small group of interns. I was their first intern there so they gave me the responsibility of teaching the new interns how to operate within the operational floor.

Butikskommunikatör/Visual merchandiser

Retail House – Shopper marketing Agency

Aug 2016 – Dec 2016

Nyköping, Sweden

- Created visual marketing and styled window displays
- Answered customer questions regarding store merchandise, department information and pricing
- Travelled to the market, visited vendors and assisted buyers with merchandise selection
- Organized store merchandise racks by size, style and colour.

Working for Retail House I learned a lot of skills ranging from marketing to customer support. I had the great pleasure of meeting customers in a face-to-face environment and be very outgoing and helping them out in any way I could.

LANGUAGES

Swedish: Native Language

English: Advanced High - ACTFL – Self interpreted

Japanese: Intermediate Mid – ACTFL - Self interpreted

Danish: Intermediate Low – ACTFL - Self interpreted

Norwegian Intermediate Mid – ACTFL - Self interpreted

SKILLS

JavaScript: I have completed the course The Complete JavaScript Course 2022: From Zero to Expert! Which includes several large-scale projects, as well as knowledge assessments and code-along sessions. I was taught important topics such as the call stack, scopes and scope chains, pass by reference, DOM manipulation, as well as modern ES6 features such as async/await and promises.

HTML/CSS: I have completed the course Build Responsive Real-World Websites with HTML and CSS which includes 1 grand project, as well as several smaller ones. I was taught important subjects such as the box model inheritance, responsive web design, Flexbox/Grid, as well as all of the important topics within HTML.

React: I am currently learning React with the course Modern React with Redux. As of today, I have learned important topics such as Props, Class and Function based components,

lifecycle methods, state management, useEffect/useState hooks and most recently; custom hooks.

Microsoft Office suite: Trained in all consumer products, used professionally every day.

Windows 7/10: Have used professionally and casually, well-educated on the inner workings.

Adobe suite: Throughout my high school education, we were taught Photoshop, Illustrator Premier Pro and After Effects in order to create game assets, art and animations. Have also used professionally in my role as a Customer Success Account Manager

Social media: Used both professionally and casually, I work with social media on a daily basis and I also use it daily personally.

Forum management: I've managed a forum both professionally and personally on my free time. During my work I've managed a forum with several hundred users active every month. During my casual time it was a small sized forum for only 25 people.

Coaching: As a quality monitor, I could help out the coaches by performing live coaching on the floor. Whenever an agent gets flagged in an outlier file for underperforming in Survey results, Quality amongst other things they get a coaching session where I was able to explain to them what they did and how it can be improved. Through this I was able to learn a lot of coaching methods such as EDIP, STAR, and FUEL.