## MICHAEL M GOFF

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# technician

**Highly skilled Technician with extensive customer service and leadership expertise and a proven track record of successfully facilitating completion of organizational goals.**

# SKILLS

Customer Service Quality Assurance Internal Processes

Cross-Group Ownership Inventory Floor Support

Escalations Backfill Coaching

SQL Tableau Python

Java

# Experience

## ****Amazon / Fabric.com,** Kennesaw, GA** January 2019 – December 2022

## Customer Service Lead, Quality Assurance

* Managed team of associates to support customer service for fabric.com.
* Designed and instituted internal associate processes to drive customer interactive (phone / email / chat) quality from 63.4% to 93.8%.
* Identified trends in fraudulent orders and used data to build strong processes with Tech and Accounting to decrease fraud from $284K/year to $31K/year.
* Built internal processes and cross-group ownership to drive down inventory defect reporting SLA from 79/day to 11/day.
* In 2021, working with leadership to migrate customer purchasing directly to Amazon. This will ultimately scale business within the Amazon Arts, Crafts and Sewing category.

## ****Frontier Communications,** Everett, WA **2007 - 2016****

## Floor Support - Everett FSC, Frontier Communications, April 2016 - August 2016

* Worked on supervisor escalations caused by cutover issues from acquisition.
* Provided support to managerial staff on metrics for NTs/CSAs.
* Provided backfill when needed in the Network Tech role.
* Provided one on one support for NTs/CSAs.

## Trainer - FiOS Support, January 2016 - April 2016

* Fiber Assignment trainer for 80 new hires of acquisition of Verizon 3 properties.
* Instructed 4 classes in a crash course of what FiOS was, how it functioned in data/voice/video.
* Instructed how to use Frontier Systems (customer service calls, emails and chat) and prepared students for cutover on April 2016.

## In-Charge Supervisor, FAST Department, May 2015 - January 2016

* Led 16 Network Technicians on Fiber Assignment and Support Team.
* Provided consistent coaching to team members to ensure their individual and professional success.
* Managed day to day operations and provided continued support to achieving and exceeding company goals.
* Strong passion for customer service and ensuring the highest level of cross-departmental collaboration ensuring the best experience possible.

## FiOS Network Technician, August 2009 - May 2015

* Promoted to provide highest level of network support to Field Technicians.
* Provided expert troubleshooting for network related issues including support to flawed facilities, equipment errors and overall technician training.
* Rebuilt fiber pathways to interface to the customer premises.
* Provided inventory control over physical connections in the field.

## FiOS Product Support Specialist (formerly Verizon Corporation), February 2007-August 2009

* Advanced (tier 2) product support specialist in inbound call center supporting FiOS, a data, video and phone service.
* Maintained a high volume of calls troubleshooting networking, data, phone and video issues.
* Provided exceptional customer service, product evangelism, operational best practices and peer coaching to exceed company goals & objectives.
* Helped lead the Everett FSC Center to achieve a record sales figure over $10M in referrals.  In 2.5 years, named “best in team” 7 teams and “best in center” 2 times.

# ****Education****

## ****Georgia Tech,** Atlanta, Ga** January 2023 – July 2023

## **Data Science and Analytics Boot Camp**

* Completed a 6-month course with a 99.4% Average
* Leaned and designed in Excel, Python, SQL, Mongo DB, Java, and Tableau.
* Explored Neural Networks and Machine Learning, creating to Models to predicted outcomes with various data sets.
* Help facilitate and lead four different projects and presented to the class and staff

# ****Additional relevant experience****

## ****Farmers Insurance,** Bellevue, WA**

## Claims Associate

## Customer Service, Farmers New World Life

## ****Sound Financial Partners,** Seattle, WA**

## Outside Sales

## ****AT&T,** Plano, IL**

## Field Technician