

# MCKENNA BURCH

MCKENNABURCH19@GMAIL.COM  
913.602.9317

## SKILLS

Time management  
ISP training  
CRM experience  
Experience in Microsoft products  
Customer service  
Documentation  
Organization  
HTML

American Sign Language

## CHARACTER REFERENCES

**Brice Stephens**  
Supervisor  
Vinsolutions  
Cell: 816-207-8322

**Renee Shuttes**  
Manager  
Peak Pro Staffing  
Cell: 913-209-4186

**Blaine Murphy**  
Supervisor  
Geico  
816.508.0416

## HOW TO REACH ME

Cell: 913-602-9317  
Email: McKennaburch19@gmail.com

## CAREER SUMMARY

### ISPN

#### Technical support representative

- Assist customers troubleshoot issues with their equipment (modem, router, tv, phone services, email)
- Document the issues thoroughly and make sure to get all details to properly troubleshoot the issue.
- Send escalations for service or equipment repair.
- Track internet graphs to check for any internet breaks within specific areas and report any outages that we see while tracking the graphs.
- Currently, work with 1200 different telcos and assist with troubleshooting issues with all of them.

### Geico

#### Licensed Insurance Agent

- Rewrote homeowners policies and further educated policyholders on the terms for their policy.
- Assisted customers with documenting claims and getting them routed to the correct department for their claims.
- Take online billing payments over the phone or through our online portal.
- Assisted policyholders with navigating the mobile app and troubleshooting any issues they may have on the app.

### Peak Pro Staffing

#### Audio Moderator

- Created online courtrooms with a switchboard phone system.
- Monitored the audio throughout the phone calls to document any audio issues or technical issues
- Assisted with any sound or technical issues and troubleshoot the issue while on the line.

### Vinsolutions

#### Technical service representative

- Assist clients with troubleshooting issues through our CRM.
- Documented thorough notes of our troubleshooting steps for future review.
- Assisted with coding HTML email templates for dealership ads and their general emails.