

Michael Evans

Regentville, NSW | 0417 966 868 | michaelalanevans88@gmail.com | <https://www.linkedin.com/in/michael-evans-8b713215a/>

SUMMARY

I am a highly-motivated and broadly-skilled individual with substantial expertise in front-line customer service and technical support at renowned (and fast-paced) organisations throughout Sydney. With years of experience in Customer Solutions and over a decade's previous experience in the Retail and Consumer Services industry, my work ethic is unparalleled and I thrive in customer focused environments. The majority of my roles have resulted in rapid appointment to Client Solutions and Customer Support positions due to my exceptional customer service skills, strong communication and leadership abilities and focus on my employing organisation's business goals and objectives.

My client and tech focused roles have equipped me with a broad administrative skill base including (but not limited to): Strong negotiation skills; building and developing custom solutions for clientele via programs like Salesforce, SAP and CyberSell, excellent problem solving abilities; financial reconciliations; seamless customer support during onboarding and issue escalation; developing and implementing standardised operational procedures, configuration of new software systems; and providing high level technical support at all times.

In addition to my demonstrated high-level customer service skills, I have exceptional interpersonal abilities that enable me to forge, develop and maintain effective relationships with work colleagues, senior management, and customers from all demographics.

I am a highly organised individual with the ability to manage any workload and plan my schedule to effectively accommodate all tasks and activities that meet any scheduled deadlines.

Now I am seeking to further my career in IT with an organisation seeking a diligent, service-focussed individual that has demonstrated skills in providing customer service excellence and IT support.

RELEVANT PROFESSIONAL EXPERIENCE

03/2021 – Current

Digital Transformation Support Officer

Department Of Planning NSW Government, Sydney, NSW

- Providing seamless customer support to users with varying levels of computer literacy
- Supporting applicants, developers and government personnel via email, phone and chat functions
- Level 1-2 tech support via multiple mediums
- Training and onboarding of new staff members
- Updating and amending internal Knowledge Management System
- Complaint resolutions and routine escalations
- Averaging between 80-120 customer interactions per day
- Providing exceptional customer care with a positive outlook while consistently looking for solutions and ways to streamline the customer experience

06/2020 - 10/2020(Short Term Contract)

Assessment Coordinator

Department Of Planning NSW Government, Sydney, NSW

- Register, allocate, track and report on matters, including following up and negotiating with Divisions for the provision of information and advice to enable on time delivery of material and to enable follow up and escalation, as necessary.
- Monitor systems, mailboxes and workflows for new requests and matters completed, and distribute to the relevant team for action.
- Respond to enquiries from internal and external customers and stakeholders related to service delivery, invoices and reports to ensure the right information is communicated at the right time to meet customer needs
- Ensure the timely processing of customer data using relevant information systems to support timely and accurate invoices and reports
- Maintain records of customer communication data and feedback through database management
- Take escalations and escalate or redirect issues as required, to ensure the provision of accurate information
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible; evaluate the effectiveness of such systems, and make changes or recommendations for change.
- Undertake project tasks or assist with small projects, and identify and contribute to the development and implementation of streamlined administrative and business processes, procedures and systems to ensure compliance with appropriate legislation, policies and procedures and to assist with business improvement priorities.
- Liaise with external and internal stakeholders in a professional and timely manner.

01/2020 - 06/2020

Client Solutions Specialist

Propic Pty Ltd, Sydney, NSW

- Providing customised tech solutions for real estate agencies and data companies
- Delivering hardware to various locations throughout Sydney
- Reworking customer support by implementing a contact timeframe, reducing initial contact times from 1 week to 24 hours.
- Utilising and developing Salesforce, Userpilot and AI chatbot functions to increase productivity and workplace solutions
- Liaising with key staff throughout multiple organisations to get a better understanding of consumer needs
- Delivering seamless customer support via onboarding processes and issue escalation
- Providing exceptional customer care with a positive and resilient outlook

03/2019 – 01/2020

Customer Support Consultant

Domain Group Pty Ltd, Pyrmont, NSW

- Providing seamless customer support across a multitude of platforms
- Supporting customers, key clients and the general public via email, phone, social and chat functions
- Level 1-2 tech support via multiple mediums
- Averaging between 80-120 customer interactions per day
- Providing exceptional customer care with a positive outlook while consistently looking for solutions and ways to streamline the customer experience

10/2016 – 12/2017

Trade Assistant, Apollo Fire Services, St Marys, NSW

- Maintaining and monitoring fire safety equipment on site
- Assisting installation of new fire systems on construction sites
- Overseeing fire panels while construction taking place on site so as not to set off alarms
- Working safely and efficiently at all times
- Completing daily paperwork and entering data into the computer system.

01/2015 – 10/2016

Customer Support Consultant, First Data/Cash Card, North Sydney, NSW

- Providing seamless customer support across a multitude of platforms for EFTPOS terminals and ATM's, providing remote maintenance as needed and logging technicians to attend sites as required
- Supporting customers and the general public regarding gift cards and technical support
- Supporting merchants through the manual redemption process
- Fraudulent activity monitoring and liaising with Level 2 technical support to assist with safety and client security
- Averaging between 50-70 customer interactions per day
- Providing exceptional customer care with a positive outlook while consistently looking for technical solutions and new processes to streamline the customer experience

SKILLS AND EXPERIENCE

Salesforce Administration, SAP, Cybersell and Userpilot experience, Customer Support, Frontline Customer Services, Call centre experience, Team leading experience.
