IAN NEMCICK

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[My companion website for resume](#)

Objective

A versatile and determined professional with an industry level experience to understand business requirements and deliver end user support. Effective and analytical troubleshooting expertise in technology and excellent customer service for over 6 years. Real time experience working in customer support roles in technology, developing relationships, gap analysis and mentoring teammates.

Technical Proficiencies

AWS Certified Solutions Architect – Associate
AWS Certified SysOps Administrator - Associate
Cisco Certified Network Associate (CCNA)

Experience

Retail Integration Specialist
T-Mobile, August 2020 – Present

- Provided in-store expertise and support in a Legacy Sprint location through training and Interaction Model selling.

- Observed interactions between representatives and customers: advised opportunities where revenue may have been left on the table and resolution pathways for troubleshooting devices adhering to T-Mobile guidelines.

- Assisted team with T-Mobile merchandising and audit compliance.

Mobile Expert
T-Mobile, September 2013 – August 2020

- Identified customer needs and provided solution-based selling techniques to demonstrate the value of T-Mobile products and services to senior management.

- Recommended wireless solution plans, data, and additional revenue generating services.

- Contract negotiation and closed sales requirements.

- Highest Customer satisfaction Award – 2014 (YTD) 96.6%

- Used diagnostic laptop and network tools to troubleshoot and resolve mobile device issues. Performed back up of customer data for a hard reset when required if issues persisted ordered replacement device and helped transfer customer data to get them up and running. Resolved service issues with SIM replacement or used provided tools to pinpoint network pain-points and proper escalation through support channels.

Assistant Store Manager
Imobile LLC of Sprint, August 2012 – September 2013

- Administered loss prevention programs including sales associate training, knowledge of store alarms and theft deterrent systems, and assessed daily paperwork to minimize loss and theft.

- Developed, trained, and coached sales team to produce desired high performance results.

- Analyzed staffing needs of the store and provided hiring and promotion decisions.

- Demonstrated strong competency and comfort with working and analyzing large sets of data.

- Accomplished 94.73% of 83% goal in 1st quarter customer satisfaction.