

# JORDAN RIVERA

Denver, CO 80203 | 3035558762 | jrivera@gmail.com |  
linkedin.com/in/j\_rivera

## OBJECTIVE

---

Detail-oriented Technical Support Specialist with 5+ years of experience resolving complex IT issues and providing exceptional customer service in fast-paced environments.

## SKILLS

---

Technical troubleshooting , Customer service excellence , Problem-solving , Knowledge management , Windows/Mac OS proficiency

## EXPERIENCE

---

### Senior Technical Support Specialist

TechSolve Inc. | Boulder, CO | 08.2022 — Present

- Manage tier 2 support tickets, achieving 95% resolution rate within SLA guidelines
- Train and mentor 7 junior support specialists, improving team efficiency by 30%
- Develop comprehensive knowledge base articles that reduced common ticket volume by 25%
- Implement new ticketing system workflow that decreased resolution time by 15%

### Technical Support Representative

TechSolve Inc. | Boulder, CO | 05.2019 — 08.2022

- Resolved 40+ daily customer inquiries across multiple communication channels
- Maintained 98% customer satisfaction rating for two consecutive years
- Collaborated with engineering team to identify and document software bugs • Awarded "Support Representative of the Year" in 2021

## QUALIFICATION

---

### Bachelor of Science in Information Technology

Colorado Technical University | Denver, CO | 2019

GPA: 3.8/4.0, Dean's List all semesters, Technical Support Student Association President

COMMUNICATION

Excellent verbal and written communication skills demonstrated through developing training materials and conducting customer workshops that received overwhelmingly positive feedback.

REFERENCES

<b>Sarah Johnson</b>	<b>Michael Thompson</b>	<b>Jennifer Garcia</b>
<b>Support Manager, TechSolve Inc.</b>	IT Director, TechSolve Inc	Former Team Lead, TechSolve Inc