

# Juan Parra

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## Summary

Dedicated and results-oriented professional with a passion for providing exceptional remote technical support. Equipped with strong problem-solving skills and a solid technical background, I am committed to delivering prompt and effective solutions to end-users. My customer service experience has honed my ability to communicate complex technical issues clearly, ensuring customer satisfaction.

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## Experience

### Assembler

Lockheed Martin • Orlando, FL

12/2023 - Present

- Executed precise assembly following instructions, contributing to the timely completion of projects.
- Communicated effectively with the team to ensure smooth project flow, demonstrating adaptability in fast-paced environments.
- Conducted thorough inspections of finished products, ensuring compliance with stringent quality standards.

### Comfort Consultant

Frank Gay • Orlando, FL

12/2021 - 09/2023

- Embodied company values while engaging with customers in their homes.
- Leveraged strong communication skills to build rapport and facilitate the sales process.
- Listened actively to customers' concerns, employing analytical and critical thinking to recommend tailored solutions.
- Managed end-to-end sales processes from initial contact to successful deal closure.

#### -Achievements

- Achieved \$1,000,000 in HVAC sales, maintaining a 60%-70% close rate.
- Maintained top-rated status in customer surveys for consistently delivering extraordinary customer experiences.

AT&T • Orlando, FL

06/2020 - 08/2021

- Responded promptly to customer inquiries, providing solutions and ensuring a seamless customer experience.
- Effectively handled customers' bills to identify sales opportunities, exercising strong analytical skills.
- Tracked Key Performance Indicators (KPIs) and presented solutions while upholding company values.

#### -Achievements

- Successfully resolved 85% of customer queries within the first interaction.
  - Maintained the position of the top sales representative for several months during my tenure.
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## Skills

Technical Support, Troubleshooting, Customer Service, Adaptability, Analysis Skills, Achievement Oriented

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## Education

## **Avionics**

University of Central Florida Continuing Education • Orlando, FL  
12/2022

## **Associate In Arts**

Valencia College • Orlando, Florida Area  
08/2018