

Quincy Murray

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Education

Associate of Applied Science in Accounting | Southern Careers Institute | San Antonio TX | 2020

Professional Summary

Customer support professional with experience in high volume contact environments and field operations. Clear writer who documents accurately, explains technical or policy details in simple language, and meets service levels with steady follow through. Hands on with Salesforce, HubSpot, Slack, Apple macOS, and Google Workspace, and comfortable using generative AI to draft helpful responses and research answers.

Core Skills

Customer support, Case management, Troubleshooting, Escalation, Documentation, Salesforce CRM, Slack and Google Workspace, Knowledge base updates

Experience

Customer Service Specialist | Connexion Point | Remote and San Antonio TX | Jun 2019 to Jul 2022

Handled high daily contact volume with accurate notes and clear written follow ups.

Resolved account and billing questions and captured steps to reproduce for escalations.

Worked with peers to improve first contact resolution and reduce repeat contacts.

Juvenile Detention Officer | Bexar County Juvenile Detention Center | San Antonio TX | Aug 2022 to Jul 2025

Maintained precise incident and shift records under strict policy standards.

Used steady communication to de escalate sensitive issues and coordinate with teams.

Pest Control Field Manager | Enviroguard Pest Control | San Antonio TX | Feb 2018 to Apr 2019

Planned service routes and set clear expectations with customers.

Logged services and verified quality and safety compliance.

Tools

Salesforce Service Cloud, Salesforce CRM, HubSpot, ServiceTitan, Slack, Apple macOS, Google Workspace, Microsoft Office, ChatGPT, Gemini