

# Joe

- King

## Profile

Dynamic Help Desk professional with a year of experience driving improvements in customer service and support operations. Proficient in data analysis and adept at leveraging technology to enhance service delivery, ensuring timely resolutions to inquiries. Strong interpersonal skills facilitate effective collaboration with IT teams to tackle complex issues. Eager to transition into a DevSec Ops Engineer role, applying analytical prowess and technical expertise to enhance security and operational efficiency.

## Work Experience

### Help Desk (January 2024 - January 2025)

Jane Redwood - Kingsland

Analyzed customer service trends to identify areas for improvement and develop solutions

Expedited customer service requests and resolved customer inquiries in a timely and professional manner

Collaborated with IT staff to resolve complex customer service issues

Resolved X customer service tickets within X hours, exceeding the company's service level agreement

Developed and implemented a customer service protocol that improved customer satisfaction ratings by X%

Created a knowledge base of technical documentation and resources that reduced the number of customer service inquiries by X%

Developed and maintained a customer database that improved customer record accuracy by X%

Trained new employees on customer service policies and procedures, resulting in improved customer service

Developed and implemented processes for tracking customer service requests and ensuring timely resolution

Created a customer service ticketing system that improved response times by X%

## Education

### The HighSchool (January 2010 - January 2015)

Kingsland

## Skills

- Computer Skills
- Microsoft Office

- Interpersonal Skills
- Fast Learner