

## **Empowered Users, Reliable IT: My Service Commitment**

As the IT supervisor, my view of customer service is that it is a partnership that empowers the user by providing them with the support they need from the technology department and by them asking for help. It also means not just fixing their issues but also partnering with them to achieve their success.

### **1) How IT Should Treat End Users:**

Patience, communication, and empathy are essential qualities that every IT professional should strive to possess when interacting with end users. Every interaction is an opportunity to build trust and deliver value. Treating users as important stakeholders means understanding their needs, respecting their time, and ensuring they feel supported and listened to. Being respectful of users in this way helps build a stronger community and a better service.

### **2) How I Define Great Service:**

One of the prime things that American Express does a good job of is informing you of suspicious card activity. If AMEX detects anything that is out of the ordinary, either a text or a phone call is made to the card member. They ask about the specific details of the charge to ensure it is yours, block the transaction, and work with the cardholder to secure the account. The process is quick, direct, and very informative on preventing further occurrences (Ledas, 2025).

### **3) How I Resolve Complaints Professionally:**

As I respond to complaints, I conduct myself in a respectful and attentive manner. I listen actively, confirm the issue, and communicate what will happen next. I ensure the user is informed throughout the resolution process and always follow up to validate their satisfaction. My focus is on resolving problems effectively and avoiding the blame game, instilling a sense of professionalism, and holding accountability throughout my interactions.

## Reference

Ledas, A. (2025). *Frauds, Phones & Fingerprints: Proving Your Identity in the Digital Age*.

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[https://books.google.com/books?hl=en&lr=&id=wQRLEQAAQBAJ&oi=fnd&pg=PR7&dq=When+suspicious+activity+is+detected+American+Express+notify+the+cardholder+via+text+or+call,+block+the+transaction,+and+guide+them+through+securing+their+account&ots=u70uKi6Oj9&sig=7kOe\\_b5t4K8alk\\_m9f1yy2Jy0Bo](https://books.google.com/books?hl=en&lr=&id=wQRLEQAAQBAJ&oi=fnd&pg=PR7&dq=When+suspicious+activity+is+detected+American+Express+notify+the+cardholder+via+text+or+call,+block+the+transaction,+and+guide+them+through+securing+their+account&ots=u70uKi6Oj9&sig=7kOe_b5t4K8alk_m9f1yy2Jy0Bo)