**Kristopher M. LaFrance**

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### OBJECTIVE To secure a position in the organization, that would utilize my communication and customer relation skills to the fullest extent.

### QUALIFICATIONS I have extensive knowledge of relevant technologies and I am creative leader. My excellent interpersonal, written, and oral communication skills are few of my strengths, along with my positive attitude, and problem solving skills. Knowledge of professional best practices, organizational processes, and product knowledge are a part of my extensive background.

• Solutions Oriented • Leads by example • Adaptable • Creative

• Interpersonal Skills • Flexible • Diversified • Analytical

### ACHIEVEMENTS

* While with U-verse Technical Support for Pace Americas achieved access into the Diamond Ambassador program.

### EMPLOYMENT HISTORY

#### Willis Towers Watson

#### Customer Support and Funding Representative Tempe, Az 7/29/2019-Current

* Initial contact for Retirees from several high level companies.
* Assist Participating Retirees with reimbursement forms, understanding their Health Reimbursement Account benefits provided by their former employers.
* Translate the mail the participants receive from Willis Towers Watson, their former employers, Social Security, and Medicare.
* Assist the participants in requesting reimbursement checks to be voided and sent back out after they have expired.
* Assisted an aging group in the registration and access of the company site so they can view their account information.
* Followed up with participants who have had repeated issues accessing the site, obtaining the appropriate funding amounts, and obtaining the necessary documentation for filing reimbursement claims.
* Assisted family members of participants who have recently passed away obtain the necessary information once they have provided the required legal documentation.
* Worked as a mediator for the participants between the insurance carriers, Willis Towers Watson, and the participant, to obtain the desired outcome for the participant.
* Referred the participant to the appropriate teams when necessary, such as to the licensed insurance specialists, the outside funding teams, and the employers benefit centers.

#### Endurance

##### Senior Web Advisor Tempe, Az 4/2017-12/03/2018

* Actively work with multiple agents to resolve customer facing issues.
* Reporting of trending issues and helping track internal issues.
* Utilization of server commands and systems to assist customers.
* Respond and assist customers via an internal ticketing system.
* Clearly and accurately describe issues and resolutions to agents via LifeChat.
* Report Terms of Service violations as they are reported.
* Help frontline agents learn processes and systems in a live environment.
* Assisted with changing over from internal chat support to email response.
* Collaborated with peers to source ideas and process changes to pass up to management.
* Worked with members of various teams to provide accurate answers and support.
* Assisted with testing process to call customers back in response to cases.
* Accurately responded to customers support cases, providing information in a brief, clear and concise manner.
* Adapted to new systems quickly, while assisting other agents in understanding the changes.
* Assist customers with website issues
* Clearly communicate with non-technical customers.
* Coordinate with team mates to allow for better work environment
* Test product to verify quality of goods.
* Assisting on making the systems and policies better.

#### Angiodynamics

##### Manufacturing Associate Glens Falls,Ny 8/2016-2/2017

* Loaded and unloaded machines.
* Cleaned area and kept equipment organized.
* Coordinate with team mates to allow for better work environment
* Test product to verify quality of goods.

### EDUCATION:

##### On Site Training:

* Power Tools, Scissor-lifts, Fork Lifts.
* Software Operation of proprietary computer systems.
* Semiconductor manufacturing technologies.
* Computer technologies such as Various Linux systems including web hosting servers.
* Leadership, supervision.
* Electrical and Networking infrastructures.
* Website hosting and what it entails.

##### Self Taught:

* Various Office style products( Office, Libre Office, Open Office, Gsuite)
* Wings 3d modeling software.
* Best Google Keyword search practices.
* Networking systems and how they inter-communicate.
* Configuration of software on Linux based servers (CentOs, Ubuntu, and Suse)
* Network Penetration and Security Testing utilizing standard systems such as Kali Linux and ParrotOS.