

Lancia Tyler

Customer service

Norcross, GA 30093

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+1(470) 462-8730

Professional Summary

Highly skilled customer service professional with over 10 years of experience in providing exceptional service, call center operations, and delivering effective technical support. Skilled in troubleshooting complex issues, network diagnostics, and resolving customer concerns with a focus on efficiency and satisfaction. Expertise in interacting with customers across multiple platforms, offering timely solutions, and maintaining strong client relationships. Proven ability to thrive in fast-paced environments, collaborate with teams, and ensure seamless operations in help desk and technical support roles.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Published Author

self employeeed-Remote

December 2021 to Present

- Published multiple articles, essays, and short stories across various reputable platforms, showcasing strong storytelling skills and creative writing expertise.
- Edited and proofread diverse written content, ensuring high-quality work that aligns with client or publication standards.
- Collaborated with authors, designers, and other professionals to produce written material

Educational Specialist/ Lab Assistant

Gwinnett Technical College-Lawrenceville, GA

February 2023 to October 2024

- Maintain cleanliness of computer labs and classrooms.
- Troubleshoot and resolve computer-related issues for students.
- Provide helpdesk support via phone and in person.
- Assisted in setting up Cisco network topologies for educational purposes, supporting hands-on learning and practical application of networking concepts.

Advisor II, Technical Support

Concentrix-Georgia

March 2022 to October 2024

- Collaborated with tier 1 support team to escalate complex issues and ensure timely resolution
- Troubleshoot hardware and software problems for a wide range of products, including computers, printers, routers, and mobile devices
- Assisted customers in configuring software applications and resolving compatibility issues
- Managed and resolved customer issues using the Salesforce ticketing system, troubleshooting inquiries efficiently, while frequently utilizing Active Directory for user management, and access control.

Internship Student

Fulton County Center of Excellence-Atlanta, GA

May 2024 to July 2024

- Troubleshoot and resolve hardware, software, and network issues.
- Manage and prioritize help desk tickets promptly using Remedy ticketing systems and software.
- Perform remote diagnostics and provide step-by-step guidance to users
- Document all customer interactions and solutions in the ticketing system.
- Utilized Remedy Force for ticket creation.

Technical Support Specialist

WidePoint Technology-Hampton, VA

April 2022 to May 2023

- Provided Tier 1 & Tier 2 technical support, troubleshooting hardware and software issues for government contract clients.
- Managed user accounts, group policies, and permissions using Active Directory to ensure secure and efficient access control.
- Diagnosed and resolved network connectivity, application errors, and system performance issues in compliance with government IT security protocols.

Covid-19 Scheduler/I.T.

The Judge Group (Contract)-Norfolk, VA

August 2020 to March 2022

- Scheduled COVID-19 appointments.
- Entered patient demographics and information into the system.
- Maintained charts and patient records.
- Troubleshoot and resolved issues with virtual desktops on the Citrix platform.

Customer Service Representative/ Collections

CITI BANK CALL CENTER-Jacksonville, FL

November 2017 to August 2020

- Supported high-volume collection calls and created payment plans.
- Followed up on client inquiries regarding account balance.
- Collected delinquent debt via telephone.
- Followed up with customers to ensure satisfactory resolution of issues.

CNA - Certified Nursing Assistant

SYNERGY HomeCare-Jacksonville, FL

September 2017 to January 2019

- Assisting clients with every day living skills.
- Transporting clients to appointments.
- Administering medication and taking vital signs.

PCT (Patient Care Technician)

GLENMOOR RETIREMENT COMMUNITY-Saint Augustine, FL

October 2011 to November 2013

- assist residence with everyday living skills
- Assist residence to appointments.
- check residence vital signs

- Administer medication's.

Education

Bachelors Degree in Computer science

Florida State College at Jacksonville - Jacksonville, FL

October 2024 to Present

Associate of Applied Science in Cyber Security

Gwinnett Technical College - Lawrenceville, GA

January 2021 to December 2024

Associate's of Arts in Arts

FLORIDA STATE COLLEGE AT JACKSONVILLE - Jacksonville, FL

August 2019 to December 2021

High School Diploma in General Studies

Westside High School - Jacksonville, FL

August 2001 to May 2005

Skills

- Customer service
- Software Troubleshooting
- Active Directory
- Remote access software
- Microsoft Office
- Computer networking
- Windows
- Technical Support
- Help desk
- ServiceNow
- Azure
- IT

Certifications and Licenses

Fulton County Information Technology Center of Excellence

July 2024 to Present

PC Repair and Network Technician

December 2022 to Present

AED Certification

CPR Certification

BLS Certification

Groups

Credly

November 2024 to Present

<https://www.credly.com/users/lancia-tyler>

TAG (Technology Association of Georgia)

March 2024 to Present

Technology networking platform for current and future perspective individuals seeking careers in a various of IT related careers.