

Contact

jason@call-em-all.com

www.linkedin.com/in/jason-thomas-b949985b (LinkedIn)

Top Skills

Account Management

Microsoft Office

Customer Experience

Languages

English

Certifications

Commercial Diving

Jason Thomas

Technical Support Engineer at Call-Em-All
Dallas, Texas

Experience

Call-Em-All

7 years 4 months

Technical Support Engineer
February 2019 - Present (1 year 1 month)

Technical Support Specialist
November 2012 - Present (7 years 4 months)
Frisco, TX

- Work with customers to provide them custom queries and reports (with SQL) for solutions to any issues or requests
- As the liaison between the Engineering Team and Customer Service Team, I ensure issues are resolved and improvements are made
- Make minor code changes to help improve the website
- Provide customer service to clients who need assistance as well as full demonstrations of the product
- As potential customers reach out to us, I work with my team to sell our service and help onboard new clients
- Work with several vendors to maintain relationships for the tools we need to make business flow smoothly

Sears Garage Doors

Garage Door Sales
May 2011 - November 2012 (1 year 7 months)
Dallas/Fort Worth Area

- Garage door sales, provided customers with features, negotiated pricing, and followed up with potential buyers.
- Repaired garage doors and openers, including all parts associated with both. Parts and add-on's were sold as needed.
- Arranged meetings with local Sears locations to encourage sales associates and managers to promote our services.

Red Lobster

Server Trainer
January 2010 - July 2011 (1 year 7 months)

The Home Depot
Specialty Sales
2006 - 2009 (3 years)

Education

National University
Commercial Diving · (2004 - 2005)