

# Anthony Samuel

## PROFESSIONAL SUMMARY

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Customer Service and IT Support Specialist with hands-on experience in retail, technical support, and team-based service environments. Skilled in customer communication, conflict resolution, and system troubleshooting, with a proven ability to stay calm under pressure and deliver high-quality service. Known for reliability, adaptability, and strong interpersonal skills that build customer trust and team success. Currently pursuing a B.S. in Computer Science at UTD, with a goal of combining technical knowledge and people-centered service to create efficient, secure, and engaging customer experiences.

## SKILLS

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Technical Support | Customer Communication | Troubleshooting | Conflict Resolution |  
Data Entry | Team Collaboration | Time Management | Secure Credential Handling |  
Professionalism

## EMPLOYMENT HISTORY

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### Customer Service Associate

Jun 2024 - May 2025

#### H-E-B

- Delivered friendly and efficient customer service in a high-traffic retail environment, ensuring a smooth checkout experience.
- Resolved customer concerns and product-related questions with professionalism and a solutions-first mindset.
- Maintained store cleanliness and organization, contributing to a safe and welcoming environment.
- Applied active listening and empathy to assist frustrated or confused customers, diffusing tension and maintaining satisfaction.

### IT SUPPORT SPECIALIST

Jun 2023 - Aug 2023

#### E-tech Security Breach

- Handled security breach calls with a focus on swift resolution, analyzing the scope of breaches, and implementing corrective actions to protect sensitive information.
- Guided users through the process of creating and securing login credentials, ensuring compliance with best practices and company policies.
- Maintained detailed records of incidents, actions taken, and user interactions to aid in future reference and improve response strategies.
- Employed active listening and empathetic communication techniques to calm distressed users, acknowledging their concerns and providing reassurance throughout the resolution process.
- Provided comprehensive guidance to users on secure credential practices, fostering a culture of security awareness within the organization.

### Customer Service Rep

Aug 2022 - Jun 2024

#### SweetSpace gifts

- Supported customers via phone/email; resolved product and order issues.
- Helped improve team response times and satisfaction ratings
- Collaborated with fulfillment and logistics teams to track and expedite orders, ensuring on-time delivery and customer satisfaction.
- Documented customer interactions and common issues to support continuous improvement and training efforts.

### Student Assistant

Aug 2023 - May 2024

#### University library

- Assisted students and faculty in locating library resources, research materials, and navigating the library's digital systems.
- Supported circulation desk operations, including checking materials in and out and managing student IDs.
- Provided technical support for printers, copiers, and workstations, helping users resolve basic issues quickly.
- Contributed to a welcoming and academic-focused atmosphere, enhancing the overall student experience.

## EDUCATION

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BACHELOR OF SCIENCE IN COMPUTER SCIENCE

UNIVERSITY OF TEXAS AT DALLAS