

ACCOMPLISHMENT REPORT

OF William Avila

Technical Support– Visayan Electric Company.

During my internship at VECO, I served as a Technical Support Intern, where I was responsible for assisting customers with technical issues related to our products and services. I also collaborated with the technical team to enhance customer support processes and improve product documentation.

Improved Customer Satisfaction

Implemented a new ticketing system that streamlined the process of logging and tracking customer issues. This resulted in a 20% increase in customer satisfaction scores over the course of the internship.

Enhanced Product Knowledge Base

Updated and expanded the company's product knowledge base, making it easier for both customers and support staff to find relevant information. This led to a 15% decrease in average handling time for customer inquiries.

Developed Training Materials

Created training materials for new support staff, including manuals and video tutorials. These materials were instrumental in reducing the onboarding time for new hires by 30%.

Technical Documentation

Revised and updated technical documentation for several products, ensuring accuracy and relevance. This contributed to a 25% decrease in the number of support calls related to misunderstood product features.

Process Improvement

Collaborated with the technical team to identify and implement process improvements in the support department. This included creating standardized procedures for common issues, resulting in a 10% reduction in escalations to the development team.

My internship at VECO provided me with valuable hands-on experience in technical support and customer service. I was able to make significant contributions to the support team and improve the overall customer experience. I look forward to applying the skills and knowledge I gained during this internship to future roles in the tech industry.