

Christopher Brewer

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TECHNOLOGY SUPPORT SPECIALIST | HELP DESK | CLIENT SERVICE SPECIALIST

Technology specialist with experience in team leadership and operational optimization. Recognized for ability to understand and resolve problems. Influencer who motivates teams to achieve optimal performance. Takes responsibility and cares deeply about the success of tasks/projects and effective use of resources. Detail-driven with the capability to complete multiple projects successfully. Consistently demonstrates dependability and productivity while maintaining integrity. Works diligently to maximize results through skill improvement and career growth.

AREAS OF EXPERTISE

- Advanced Technical Knowledge
- Analytics Leveraged for Optimization
- Recognized Mentor and Trainer
- Highly Effective Communicator
- Strong Leadership & Influence
- Developing Solutions for Improvement

EXPERIENCE

City of Lee's Summit

2021

Water Utilities Worker

Worked with utilities teams to maintain water infrastructure within the city. Upgraded systems with new technologies to better serve the community. Obtained multiple state and national certifications for specific duties and operational safety. Drove and maintained work vehicles. Maintained on call schedule and availability for emergencies.

- Mastered new skills and responsibilities to succeed in a new environment
- Successfully completion of projects and effective use of resources
- Solved difficult problems
- Performed duties with the emphasis on minimizing downtime and increasing operations
- Successful integration into multiple team roles

E. Edwards Work Wear

2020 to 2021

Sales Associate

Connected with customers and businesses to produce sales. Developed relationships so I could understand the individual needs of customers. Made recommendations on products to best fit the customers. Organized the store to maximize flow and ease of product identification.

- Made sure the team worked well together and had mastered product knowledge
- Demonstrated responsibility and effectiveness
- Succeeded in developing meaningful connection with customers
- Identified inefficiencies within the store and recommended adjustments

Garmin International**2015 to 2019****Product Support Specialist 2 – Mentor/Web Author**

Developed tools and resources to optimize client support environment. Identified and recommended improvements in Garmin products, software and mobile applications. Mentored new hires and guided them through their daily procedures. Trained staff in class room settings or one-on-one to solidify procedural concepts and product knowledge. Authored instruction documents and troubleshooting steps for online support on Garmin's support website.

- Developed team alignment on changes in policies and procedures
- Demonstrated responsibility for the success of tasks/projects and effective use of resources
- Proven success in solving difficult problems
- Identified and resolved inefficiencies resulting in operational improvements
- Team member for implementation of Live Chat for Website resulting in 50% increase in daily customers serviced
- Leveraged leadership skills which helped the team succeed

Garmin International**2013 to 2015****Product Support Specialist**

Provided technology solutions to clients resulting optimized product use and client satisfaction. Provided technical assistance and support on consumer GPS devices, computers, and mobile phone OS. Leveraged attentive listening to determine what best served the customer's individual needs. Provided support by answering phone calls and emails. Monitored and documented reports of failure trends in Garmin equipment and applications. Received and answered customer inquiries and requests regarding products, orders, pricing and other services offered by Garmin.

- Took pride in fully understanding the specifications, capabilities and operation of products and software
- Rapidly grasped new concepts and technologies for benefit of team and clients
- Actively participated in setting goals and worked diligently to fulfill commitments to teammates and customers
- Maintained a team-oriented, positive attitude while collaborating with team and clients
- Skilled in using and understanding end user hardware and software
- Advanced knowledge of Windows 7 / Windows 10 / Mac OSX
- Skilled in Microsoft Office 365 / Word / Excel / Outlook

Best Buy**2012 to 2013****Home Theater Customer Specialist Team Leader**

Developed personal relationships with clients to ensure customer loyalty and retention. Expertise in customer service and "closing the sale".

- Developed new accounts, generated growth and profitability by adapting to changing circumstances with innovative sales strategies
- Updated and maintained existing client accounts, demonstrated new products, and trained clients in use and application of new electronics
- Mentored workers to monitor progress and identify skills to improve
- Conducted sales training sessions with sales team to ensure thorough understanding of products
- Received multiple awards for sales performance

Best Buy**2010 to 2012****Computer and Tablet Customer Specialist / Apple Expert**

Selected for a Beta testing position. Authored and implemented new daily department procedures. Worked directly with vendors to improve and optimize sales techniques.

- Tested new programs and products for company
- One of three associates selected for new sales incentive reward model
- Attended national training seminars for top sales performers
- Planned and wrote training material for the store
- Consistently met and exceeded sales goals and product quotas

Best Buy**2008 to 2010****Car Audio and Digital Imaging Customer Specialist**

First sales associate to be trained and work in two departments. Mastered additional departments to assist in the busiest areas during spikes in customer traffic.

- Rapidly mastered new product data
- Trained under leadership to develop skills

Best Buy**2006 to 2008****Warehouse Team Lead**

In charge of store functionality and managed the look and feel of the departments. Built new displays and installed new product demos. Displayed new price tags and signage storewide. Involved in multiple store remodels.

- Managed receiving, check-in, stocking of merchandise, and prepared products for sale
- Maintained and improved the store appeal and layout
- Reduced shrinkage and increased awareness around shrink