

CUSTOMER SUPPORT SPECIALIST CUSTOMER SUPPORT SPECIALIST CUSTOMER SUPPORT SPECIALIST Irving, TX Work Experience CUSTOMER SUPPORT SPECIALIST IQOR - Richardson, TX 2013 to 2014 As a customer service representative I interact with customers to provide them with information to address inquiries regarding products and services. In addition, I deal with and help resolve any customer complaints. Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume). Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees. Helped company attain the highest customer service ratings (as determined by external audits) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness. Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations. Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity. Provided support services, ensuring customers received answers about queries on various matters. Served as liaison between customers and IQOR. Assisted with complaints, orders, errors, account questions, billing, cancellations, and other queries. Resolved customer complaints via phone, email, or mail. Provided clients with details related to their request or referred them to the individual or department where they would receive further assistance. Responsible for collecting payments from delinquent customers and reminding them to pay their dues. Expert at complaint resolution and technical support. Determined requirements by working with customers. Answered inquiries by clarifying desired information; researching, locating, and providing information. Resolved problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Fulfilled requests by clarifying desired information; completing transactions; forwarding requests. Sold additional services by recognizing opportunities to up-sell accounts; explaining new features. Maintained call center database by entering

ering information. Kept equipment operational by following established procedures; reporting malfunctions. Updated job knowledge by participating in educational opportunities. Enhanced organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. Informed customers of deals and promotions. UNITED STATES AIR FORCE - Shreveport, LA 2003 to 2008
COMPUTER SYSTEMS ANALYST/ CLIENT SUPPORT ADMINISTRATOR UNITED STATES AIR FORCE 2003 to 2008 As a computer systems analyst for a busy Air Force unit my main responsibilities were to ensure that all computers and systems remained in operation and were working properly. Administered various sized computer infrastructures including Exchange Manager and Directory Manager accounts for over 700 email users. Diagnosed and replaced PC and system components as needed. Responsible for troubleshooting, analyzing, and solving personal computer hardware and software issues which included the implementation of upgrades and replacements. Provided individual and group instruction on software and account management. Offered support for a variety of software applications. Process, sort and distribute mail to the squadron. Maintained multiple aspects of communications and computing equipment including LAN NIPRNET and SIPRNET connections for over 700 user systems. DEPLOYMENT, KYRGYZ REPUBLIC (2006 - 2008) This was a 6 month long duty assignment on location at an Air Force base in the Kyrgyz Republic, in support of Operation Enduring Freedom. Responsible for maintaining over 200 user accounts. Oversaw the installation and upkeep of over 120 items valued at \$126,000. Instrumental in the squadron relocation efforts while the main location was undergoing renovations. Coordinated the smooth transition of 23 Local Area Network (LAN) drops, two secure internet protocol Routing Network drops and 23 phone lines which ensured a continuous flow of work (prevented a work stoppage). Revalidated and redistributed 27 Squadron Class A phone lines, which reduced the number by 19% and helped bring the unit within established Air Force guidelines. Education High School Diploma Niagara High School - Falls, NY, US Skills Training, Systems analysis, Exchange, Mail office, Air, Postal, Maintenance, Team building, Customer Service, Call Center, Customer Support,

Desktop Support, Help Desk Military Service Branch: United States Air Force Rank: E-4

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