

Access Management Administrator Access Management Administrator Access Management Administrator - Coworx Emmaus, PA Administrative position with focus on Client Relations/Customer Service. Authorized to work in the US for any employer Work Experience Access Management Administrator Coworx - Bethlehem, PA January 2017 to Present 484) 821.4017 \* Provisioning of role base account setup based on policy and privilege \* Ensuring integrity/accuracy of data \* Removing access when individuals leave the organization \* Adherence to strict BAU permission standards Risk Management Representative Coworx - Bethlehem, PA May 2016 to January 2017 484) 821.4017 \* Access and identify potential risks to customer accounts \* Monitor major and critical risk issues \* Conduct audits of customer data to ensure compliance to industry standards Network Support Analyst Coworx - Bethlehem, PA May 2015 to May 2016 484) 821.4017 \* Handled hourly reporting for on-site Network Operations Center \* Provide technical support for data communications network in the company \* Transcribe recorded audio from phone-based interactions using proprietary transcription tools \* WorkFront Administrator (Ticketing System) create custom forms for employees within the company to collect user specific data Office Administrator Lone Star Contract Services - Houston, TX July 2012 to December 2014 713) 458.8658 \* Assisted in facilitating customer jobs \* Maintained billing accounts \* Resolved all customer concerns in a timely manner Customer Service Representative Convergys - Cincinnati, OH April 2012 to July 2012 513) 723.7000 \* Worked with customers in order to maintain wireless phone accounts \* Assisted with billing inquiries, resolved any technical issues, upgraded/downgraded customer service plans \* Quickly and effectively solved customer challenges \* Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service \* Utilized multiple programs in order to aid in resolving issues within a timely manner Customer Service Representative Teletech - Englewood, CO September 2008 to January 2009 866) 796.5485 \* Processing of reward points on customer accounts. \* Resolved any issues with information not displaying correctly on accounts Tier II Technical Support Representative T-Mobile - Allentown, PA February 2007 to March 2008 425) 378.4000 \* Assisted customers and store personnel with troubleshooting of wireless devices \* Maintained customer call backs when an issue

required more time in order to be resolved Education High school or equivalent

Name: Anthony Nicholson

Email: heidi01@example.net

Phone: 585-632-4197x57037