**Adam Olson**

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Hudson, WI.

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**Objective:** As a professional Product Support Associate with excellent communication skills and a growth mindset, I am seeking a position within a company that will utilize my expertise, which will allow me to be proactive in solving client problems, and ultimately make a difference to the reputation of your company.

**Summary of Qualifications**

* Trusted communicator to business and retail customers, including leading conference calls and training sessions.
* Experience training employees on the job and in a class setting.
* Demonstrated persistence as the lead research team associate.
* Excellent troubleshooter with knowledge of different technical languages and software.
* Capable multi tasker with managing multiple client’s needs.
* Efficient and productive working with data entry and CMS systems.

**Professional Experience**

**Thomson Reuters Remote**

**Product Support Specialist September 2022-Current**

* Perform technical troubleshooting of complex issues to resolution and documenting all solutions;
* Address requests in priority order and track through to resolution;
* Ensure a consistent response to problem resolution, customer requests and status reporting, and monitor all issues to ensure a timely resolution;

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**FIS-Fidelity Information Services Woodbury, Mn.**

**Product Support Specialist- Research team II September 2016- April 2021**

* Responsible for assisting with developing and implementing research for special projects to solve complicated client questions.
* Utilize CMS systems to stay organized and coordinate employees around solving customer problems.
* Provided support to a high volume of outbound calls to assist customer with general questions about our policies, procedures, processes, and software.
* Solved technical problems with software including reading XML and java code.
* Assisted with ACH and Wire transaction processing.

**Cleary Building Services Ellsworth, WI.**

**Carpenter February 2015- September 2015**

* Built Pole barns, woodsheds and small residential buildings.

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**BMO Harris Bank Brookfield WI.**

**Personal Banker II May 2012-May 2014**

* Conserved current clients and maintained existing client relationships
* Consulted with clients on their savings and investment goals
* Processed wire and ACH transactions for customers
* Opened up and closed out accounts
* provided technical troubleshooting

**Education**

Bachelor of Arts double major in *Psychology and Mass Communications*, UWEC- University of Wisconsin Eau-Claire (Eau-Claire, WI.)

Close to a minor *Applied Computing* (24 credits), UWEX (online)