

# Kristopher Roller

**Dedicated, adaptable professional with proven success in customer service, technical support, and team leadership.**

Richmond, IN 47374

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## Professional Summary

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Results-driven Technical Support Professional with extensive experience in remote call center operations, customer service, and technical troubleshooting.

Recognized for maintaining exceptional AHT/AWT performance, driving process improvements, and enhancing documentation quality. Skilled at mentoring peers, promoting collaboration, and contributing to team success through knowledge sharing and initiative.

Proven ability to adapt quickly, deliver high-quality results under pressure, and consistently exceed performance expectations in fast-paced, customer-focused environments.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Technical Service Representative

Retail Imaging Management Group-Remote

September 2025 to Present

- Provide professional, timely inbound/outbound technical support via phone, chat, and email.
- Troubleshoot complex hardware/software and administrative issues for enterprise clients.
- Contribute to process documentation and knowledge base rewrites, improving clarity and accuracy across support articles.
- Support teammates through direct mentorship in DMs and by assisting in main chat channels.
- Consistently maintain AHT under 5 minutes and minimal ACW, helping drive overall team efficiency.
- Collaborate with leadership to identify documentation gaps and suggest operational improvements.

### Resolution Specialist

Concentrix-Remote

February 2025 to March 2025

- Served as an escalation point for complex customer inquiries, handling cases requiring advanced problem-solving when customers requested supervisory assistance, despite not holding a supervisory title.
- Collaborated with cross-functional teams, including IT, to troubleshoot and resolve software-related issues reported across web, desktop, and mobile platforms.
- Created and managed detailed software issue tickets to ensure timely resolution of user-reported bugs and technical challenges, improving product functionality and customer satisfaction.
- Leveraged strong analytical skills to address and resolve unique customer issues that standard support teams could not handle, enhancing overall service quality.
- Maintained clear communication with users to provide updates on issue resolution, ensuring a positive customer experience under high-pressure scenarios.

## **Security Services Expert**

Concentrix-Remote

February 2025 to February 2025

- Joined the Security Services Team, gaining expertise in identifying and addressing security-related concerns while providing technical support for TurboTax users.
- Collaborated with the Security Services Team to assist with troubleshooting and resolving security issues related to user accounts and data privacy.
- Enhanced technical troubleshooting abilities by learning and applying security protocols and best practices to ensure customer safety and privacy during support interactions.

## **Technical Support Representative**

Concentrix-Remote

January 2025 to February 2025

- Provided technical support for Intuit TurboTax users, guiding customers through software navigation, troubleshooting, and resolving technical issues with returns and amendments.
- Assisted customers with software-related queries via phone (with video chat) and chat, ensuring clear and effective communication for problem resolution.
- Escalated complex technical issues to the appropriate departments while maintaining a high level of customer satisfaction.
- Utilized various support tools and systems to diagnose and resolve technical challenges, ensuring efficient issue resolution and user satisfaction.
- Demonstrated strong multitasking skills, navigating multiple systems and troubleshooting technical issues in real-time.
- Delivered flexible, high-quality remote support, managing technical inquiries and providing solutions during both peak and off-peak hours.

## **Support Specialist**

NTT DATA-Remote

September 2023 to January 2025

- Deliver high-quality phone-based support to policyholders, beneficiaries, agents, and internal stakeholders
- Consistently handle 50-75 calls per day while meeting or exceeding service standards
- Resolve inquiries by leveraging deep knowledge of insurance products, policies, and processes
- Collaborate with management and team members to address service-related matters proactively

## **Call Center Supervisor**

Conduent-Remote

October 2021 to March 2022

- Led and managed a team of 25+ in all Call Center operations to meet and exceed contractual obligations to the client
- Delivered regular coaching and feedback to team members to enhance performance
- Supervised team members, identified and addressed developmental issues, and provided coaching opportunities
- Ensured proper and timely dissemination of all processes and business updates to the team
- Resolved problems by identifying and selecting solutions and applying technical experience
- Accountable for analyzing known best practices for continuous improvement
- Enforced organizational policies and procedures to ensure compliance
- Made hiring and terminating decisions, conducted performance appraisals, pay reviews, training, and development for employees
- Conducted team activities/contests to drive performance
- Monitored agent productivity and identified areas for additional training

- Oversaw timekeeping/payroll activities to ensure timely payment to employees
- Provided daily direction and communication to agents for efficient and knowledgeable customer service calls
- Completed other duties as assigned

### **Call Center Team Leader**

Conduent-Remote

September 2021 to October 2021

- Assisted with managing a team of 25+ in all Call Center operations to meet contractual obligations to the client
- Assisted with delivering the Key Performance Indicators (KPIs) of the team, including quality, productivity, and compliance parameters
- Delivered regular coaching and feedback to team members to enhance performance
- Assisted with supervising team members, identifying and addressing developmental issues, and providing coaching opportunities
- Ensured proper and timely dissemination of all processes and business updates to the team
- Resolved problems by identifying and selecting solutions and applying technical experience
- Accountable for analyzing known best practices for continuous improvement
- Enforced organizational policies and procedures to ensure compliance
- Conducted team activities/contests to drive performance
- Monitored agent productivity and identified areas for additional training
- Oversaw timekeeping/payroll activities to ensure timely payment to employees
- Provided daily direction and communication to agents for efficient and knowledgeable customer service calls

### **Customer Service Advocate**

Conduent-Richmond, IN

June 2021 to September 2021

- Acted as the primary point of contact for customers, providing top-notch support and resolving technical issues promptly.
- Assisted customers with their account issues, demonstrating exceptional verbal and written communication skills.
- Maintained high standards of quality in call resolution, ensuring customer satisfaction on every interaction.
- Worked independently from home, collaborating effectively with management and co-workers in a remote setting.
- Offered product solutions and performed assigned duties to contribute to team success.

## **Education**

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### **High school diploma**

Gaffney Sr High School-Gaffney, SC

August 2009 to May 2013

## **Skills**

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- Non-technical user support
- AWS
- Microsoft Excel (5 years)

- Providing product information
- Customer support experience within healthcare industry
- Microsoft Teams
- VPN
- Technical support representative experience
- XML
- Outbound calling
- Computer skills (10+ years)
- Knowledge management
- Client interaction via phone calls
- Mentoring
- Docker (Less than 1 year)
- Microsoft Office (2 years)
- Mac OS
- Customer communication (4 years)
- User support
- Software documentation
- Python (2 years)
- IT support
- AI (Less than 1 year)
- Typing (10+ years)
- Client services
- Sales strategy - New sales strategies developed (2-3 strategies)
- Software support (Less than 1 year)
- HIPAA
- Call center management (1 year)
- LAN
- Software troubleshooting
- Team leadership
- Medical terminology
- Customer relationship management (4 years)
- User training (technical support)
- Salesforce
- Written communication (4 years)
- Phone etiquette (4 years)
- APIs
- Account troubleshooting
- Git (1 year)
- REST
- Customer support specialist experience

- Quality control
- Attention to detail (4 years)
- Grammar Experience
- Call center (4 years)
- Managing teams in a customer support role - Largest customer support team managed (16-20 team members)
- Ethernet
- SFTP
- Scrum
- RESTful API
- Phone customer support
- Customer issue escalation
- Word (2 years)
- CSS
- Continuous integration
- Web browser support
- IVR
- Windows 8 (Less than 1 year)
- Basic math (10+ years)
- Custom software application support
- Computer networking
- Leadership (1 year)
- Medicare
- Debugging
- Remote training
- Microsoft SQL Server
- Sales team management - Largest sales team managed (16-20 team members)
- Sales experience within healthcare
- Software support engineer experience
- Team management (1 year)
- Interpersonal communication (4 years)
- Microsoft Outlook (4 years)
- Data entry (4 years)
- CRM software (1 year)
- Google Docs
- Billing troubleshooting
- Communication skills (10+ years)
- Microsoft Powerpoint (4 years)
- CRM software (4 years)
- Forklift
- Windows support

- Manufacturing (3 years)
- Time management (5 years)
- Trello
- Powerpoint (2 years)
- Supervising experience
- Technical support (1 year)
- Customer support experience within technology industry
- Email customer support
- Technical support via video conferencing
- Excel (2 years)
- Individual consumer customer service
- Adobe Acrobat
- Customer service (2 years)
- Customer support - Customer support experience (3-5 years)
- Phone call management
- Management
- English (10+ years)
- Microsoft Word (6 years)
- Billing issue inquiries
- Organizational skills (4 years)
- Phone communication (4 years)
- iOS
- Windows 7 (1 year)
- Writing skills
- Data analysis skills
- Agile
- Multi-line phone systems
- Project management (1 year)
- Call center agent experience
- Software development (Less than 1 year)
- Order inquiry handling
- SQL
- Live chat
- Customer support experience within retail industry
- Enterprise software support
- GPS
- Technical Proficiency
- Slack
- Text-to-speech
- Medical billing

- Remote access software
- Process improvement
- TCP
- TCP/IP
- Operating systems
- Conflict management
- Sales experience within tech
- Service cancellation management
- Linux (1 year)
- PostgreSQL
- Jira
- Customer service (4 years)
- Windows 10 (4 years)
- Documentation review (4 years)
- GitHub (2 years)

## Languages

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- English - Native

## Links

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<https://github.com/akjroller>

## Certifications and Licenses

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### **NTT DATA Agile and Scrum Certification**

June 2024 to Present

The NTT DATA Agile and Scrum Certification is designed to validate expertise in Agile methodologies and Scrum practices. This certification demonstrates proficiency in applying Agile principles, managing Agile projects, and leading Scrum teams. It covers essential topics such as Scrum roles, sprint planning, backlog management, and iterative development. By achieving this certification, I have acquired the skills necessary to effectively contribute to Agile teams, enhance project efficiency, and deliver high-quality products in a collaborative and adaptive environment.

### **Technical Support Fundamentals**

May 2021 to Present

Issuing organization: Coursera | Google

Credential ID: R2JW5VBURY9R

Credential URL:

<https://www.coursera.org/account/accomplishments/certificate/R2JW5VBURY9R>

### **Microsoft Office 360**

June 2012 to Present

Work shop from Gaffney High School

## **Certified Scrum Master**

### Additional Information

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Creator & Lead Developer, Diablo 4 Events Tracker (D4ET) Discord Bot

- Managed a 5-member team to develop and maintain a high-performance Discord bot serving over 413,000 users across 3,500+ servers
- Provided real-time event alerts for Diablo 4, ensuring players never miss in-game events
- Executed improvements in speed and reliability, outperforming competing solutions
- Utilized Python 3, PostgreSQL Aurora (RDS), AWS, Redis (cache/task queues), and CDN technologies to ensure uptime and efficiency