

# Alyssa Marshall

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## Professional Summary

Four years of experience in various customer service and support roles. A quick learner with a curious mind and outgoing personality. Proactively predict customer's needs to build relationships, maintain satisfaction, and increase the overall customer experience. Looking for a new challenge and a chance to grow into a new role serving customers.

## Work History

### **Bullhorn – Implementation Consultant | 12/2021 – Current**

- Collaborate with Sales, Support, and Shipping departments to confirm timely and accurate delivery and implementation of customer orders.
- Provide personalized support for clients' time management consoles for two weeks post-launch.
- Create and maintain documentation on client-specific requirements and end-user help guides.
- Increased customer satisfaction by reducing processing time from 7-10 business days to an average of 3 business days.

### **Bullhorn – Enterprise Support Specialist | 03/2021 – 12/2021**

- Responded to escalated support requests from end users and researched issues or requests to resolve them as quickly as possible.
- Cross-trained on additional products to fulfill department needs when necessary.
- Collaborated with Product, Engineering, and Sales teams to resolve critical escalated client issues.
- Achieved a 100% CSAT score in Q2 and Q3 of 2021.

### **Bullhorn – Technical Support Specialist | 10/2019 – 03/2021**

- Served as a main point of contact to end users and assisted in identifying issues and explained solutions to restore service and functionality.
- Troubleshoot bugs and issues with software, hardware, and networking.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Followed up with clients to confirm customer satisfaction following support engagement and problem resolution.
- Answered over 30 customer calls per day.

### **Freeman Webb Company – Leasing Agent | 03/2019 – 10/2019**

- Conducted property showings to highlight features, answer questions and redirect concerns to close contracts.
- Assisted prospective tenants in paperwork completion and other logistics to facilitate smooth move-in processes.
- Kept records accurate, detailed, and fully compliant with reporting requirements to meet state, local, and federal housing requirements.
- Helped raise occupancy rate from 87% to 96%.

### **IKEA - Sales Associate | 02/2018 – 02/2019**

- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Solved customer challenges by offering relevant products and services.
- Helped customers locate products and checked store systems for merchandise at other sites.
- Increased sales by offering advice on purchases and promoting additional products.
- Became a product expert on 2 customizable items that were known to be difficult to understand to reduce customer frustration and returns and increase purchasing.

### **Skills**

- Customer support
- Customer experience
- Troubleshooting
- SaaS
- CRM
- G Suite
- Microsoft Office
- Verbal and written communication
- Critical thinking
- Problem solving
- Asynchronous collaboration