

Anquavious J. Grant

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CAREER OBJECTIVE

Experienced Information Technology professional with years of background in Systems Analysis, Team Leadership, Program Testing, and Problem Resolution, as well as Personnel Administration and Professional Development. An IT Analyst well versed in customer service and responsible for training and empowering users. Possess exemplary skills in written and verbal communications, time management, organization, and departmental operations. Highly qualified to manage projects in fast pace environment. Looking for an opportunity in a dynamic organization where my skills will be fully utilized.

AREAS OF EXPERTISE

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|---|------------------------|-------------------------------------|
| • Project Management | • Support Business | • Technical Support |
| • SQL | • IT Services | • System Implementation |
| • CSM | • Network Maintenance | • Strategy Development |
| • Supply Chain | • Staff Development | • Critical Thinking |
| • Agile | • Network Upgrades | • Customer Service |
| • Scrum master | • Flexible & Adaptable | • IT Service Analyst |
| • Ability to work collaboratively with others | • Processing data | • Business Analysis |
| | • Analysing data | • Work Independently under pressure |

PROFESSIONAL EXPERIENCE

Sr. IT Agent | Chick-fil-A, Atlanta, GA

Oct 2017 – Present

Key Responsibilities:

- Delivers pleasurable and exceptional customer experience with second mile service to over 1,700 restaurants nationwide.
- Effectively utilize ServiceNow tool to manage ticketing queue consistently to make sure all tickets are updated or resolved expeditiously.
- Adhere to all Standard Operating Procedures by confirming knowledge and gathering all pertinent details to drive towards most accurate resolution for restaurants.
- Contribute to the knowledge centered support by flagging articles for further review and creating articles for any new or unfamiliar issues that arise within Chick-fil-A restaurants.
- Demonstrates trustworthy decorum by always arriving promptly and utilize all available resources provided, such as remote access tools, weekly newsletters, and monitoring tools.
- Providing project reporting to executives including weekly status reports and retrospective meetings.
- Troubleshoot special IT products and conduct formal reviews with people leader after completion to confirm acceptance and technical satisfaction
- Planning and directing technical solutions aligned with business goals to drive continuous improvements and competitive advantage
- Working consistently with the Operations Management to follow and adhere to IT Service Management policies, processes, and standard operating procedures.
- Monitor progress, resolves problems, troubleshoots and ensures action items and deliverables are met.

Customer Service Representative | The Coca-Cola Company, Atlanta, GA

Jan. 2016 – June 2017

Key Responsibilities:

- Applies procedural and professional job knowledge to resolve industry related affairs and accurately records and handles requests for consumer promotional concerns, and consumer quality related issues.
- Displays excellent verbal communication by providing unparalleled customer service and shows sincere compassion and acknowledgement to all consumers.
- Exhibits reliability and ambition by always being punctual and achieving an immaculate level of attendance
- Exploits extraordinary ambassadorship and brands company name with utmost confidence and cordiality.

Tech Support Supervisor | Telrite Company, Covington, GA

Oct. 2013 – Dec. 2015

Key Responsibilities:

- Maintained professional customer service skills at all times and provided 100% satisfaction on each customer contact (internal and external customers). Assist team with escalated customer issues
- Continually monitored team's activities to ensure productivity and compliance with department standards
- Developed processes and training programs that will proactively improve call handling, increase first call resolution rate, decrease or eliminate controllable calls and recognize cost reduction potential
- Ensured team is adhering to schedule in order to meet and exceed service level objectives
- Conducted weekly team meetings to keep team members up to date on latest information
- Conducted quality control phone call monitoring to evaluate team's performance, identify strengths and weaknesses and ensure that a high quality of work is being performed
- Provided one-on-one coaching and development for each team member on a consistent and timely basis
- Prepared annual evaluations and provide monthly feedback

Mobility Lead Specialist | Career Connection, Inc./Apple, Inc., Atlanta, GA

Aug 2012 – Oct 2013

Key Responsibilities:

- Handled inquiries from customers related to billing, rate plans, features and services, network, coverage, handsets & devices, accessories, repair & troubleshooting, credits & adjustments, etc
- Utilized operational systems to process and handles credit checks, service activations and changes, and receivables management/collections; may sell all services and products offered by the Company
- Continually maintained working knowledge of all company products, services and promotions to make recommendations according to customer's needs. Ensuring that the recommendations take into account the customer's critical success factors and potential issues. Coordinated with other members of the Apple cross-functional team (Sales, Pre-Sales, Partner Sales and Support)
- Resolved inquiries received via telephone, e-mail, e-care, correspondence, TTY, on-line chat
- Identified renewal risk and collaborate with internal teams to remediate and ensure a successful renewal
- Demonstrated proficiency in all billing and technical matters to efficiently assist customers & resolve the escalation by identifying, tracking and trending issues to assist in root cause elimination and a reduction in escalations

EDUCATION

Georgia State University, Atlanta, Georgia, KCS V5.3 Foundation Certification

- Bachelor of Arts in Film and Video, HDI Support Center Analyst Certification
- Graduated August 2015

Troy University

- Master of Science in Project Management
- Graduated May 2020, Bomgar Certification (A+ Certification)

REFERENCES

References will be provided upon request