

# BEHSHAD GHASSEMI

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## SUMMARY

Diligent and versatile professional with a solid background in customer service and a growing expertise in coding and IT. With experience as a Customer Support Representative and Member Support Representative, I've honed my communication, problem-solving, and multitasking skills to provide exceptional service. Additionally, my education in Information Technology, coupled with a Web Development Certificate from Virginia Tech Fullstack Academy, equips me with a strong foundation in coding languages such as HTML, CSS, JavaScript, and React.js. I am eager to leverage my diverse skill set to contribute effectively in a dynamic and collaborative environment where I can continue to grow both professionally and personally.

## SKILLS

- Software Troubleshooting
- Customer Experience Improvement
- Technical Troubleshooting
- Customer Complaint Resolution
- Account Investigation
- Technical Support
- Problem-Solving
- Computer Proficiency
- Resolving Conflicts
- HTML/CSS
- Technical Analysis
- Website Maintenance
- Javascript
- React.js

## EXPERIENCE

### Customer Support Representative

Branch Messenger, Inc | Remote | Jul 2022-Apr 2023

- Receive inbound email, form, chat and phone requests from clients and help to resolve their issues according to policy
- Use customer support software to resolve issues including Zendesk, Slack, Jira, Confluence, and internal troubleshooting tools
- Empathize with customers that are experiencing issues, and help them navigate the app to their satisfaction
- Identify, troubleshoot, and communicate emerging trends and patterns in worked issues.

### Member Support Representative

ID.Me | McLean, VA | Sep 2021-Jun 2022

- Provide timely, accurate, and efficient services to 500+ customers weekly via email and video chat
- Monitor user-identified issues and provide deficiencies to related departments
- Provide timely, accurate, and efficient service to our customers via email and/or video chat
- Verify member identification and follow verification procedures

- Verify member's community affiliation to determine their eligibility on partner discounts
- Work with customers to troubleshoot verification issues and provide a working solution
- Ability to flex between different tasks or service queues, based on operational needs
- Provide feedback to management on issues, concerns, and trends
- Assist in documentation and playbook updates as necessary
- Meet or exceed performance targets, such as call volume and resolution time
- Adapt to new technologies and processes as they are implemented.

### **Range Staff**

Oakmont Golf Course | Oakton, VA | Aug 2020-Nov 2021

- Assisted guests with golfing needs to ensure a smooth and enjoyable experience
- Performed periodic maintenance of golf carts and equipment
- Maintained landscape of the golf course grounds through mowing, raking, weeding, and trash removal
- Participated in community engagement efforts to increase golf course traffic by 15%.

### **Swim Instructor/Lifeguard**

OakMarr RECenter | Vienna, VA | Jun 2014-May 2020

- Demonstrated water safety and taught proper swimming skills and techniques, while creating tailored private and group interactive swimming lesson plans for a variety of levels and ages
- Evaluated student progress and provided recommendations to improve skills and techniques
- Enforced rules and regulations to mitigate accidents, while conducting rescues and administering first aid on an as needed basis
- Communicated effectively with students and parents to ensure needs are exceeded
- Led and effectively managed swim classes of up to 10 children at a time.

## **EDUCATION AND TRAINING**

### **Web Development Certificate**

Virginia Tech Fullstack Academy | Dec 2023

### **Some College (No Degree)**

Northern Virginia Community College | Annandale, VA

## **VOLUNTEER EXPERIENCE**

- Adaptive Aquatics, Volunteer, OakMarr RECenter
- Katherine Hanley Family Shelter, Volunteer