9142 BROCKLEHURST LANE • CHARLOTTE, NC 28215
PHONE 330-599-1776 • E-MAIL JESUS.ROSA75@YAHOO.COM

JESUS ROSA JR. III

OBJECTIVE
Seeking career progression with the opportunity to expand my knowledge in an environment that fosters holistic growth.

EDUCATION
Associates of Applied Science in Network Systems Administration, graduation date **December 18, 2011**
DeVry University, Columbus, Ohio

TECHNICAL SKILLS
- PC hardware and operating system maintenance, troubleshooting, and installation
- Network configuration, management, troubleshooting, and installation
- HTML
- CSS
- Javascript
- Bootstrap/Pure CSS
- SQL
- Microsoft Office

WORK EXPERIENCE
Customer Support Analyst. AGDATA – Charlotte, North Carolina
February 2018 – September 2020
- Provided clients with world class service through various ticketing and media methods.
- Participated in client meetings to help identify and resolve issues and forecast future development.
- Supervised interns and temps to assist in driving client initiatives.
- Led client specific trainings in conjuncture with developing accompanying documentation.
- Performed data entry, maintenance, and processing to ensure clear and concise data.
- Was established as a SME and provided guidance, mentorship, and support to peers.
- Utilized SQL to research complex issues and generate client specific ad hoc reports and documentation.
- Became the point of contact for AGDATA's largest client and helped transition systems, services, and technologies through the Bayer/Monsanto merger.

Quality Professional. Morgan Stanley Smith Barney LLC – Columbus, Ohio
January 2012 – August 2017
- Supervised the quality development of tier 1 and 2 agents across multiple customer service sites.
- Worked closely with upper management to implement quality directives.
- Cultivated agents directly in a 1 on 1 coaching environment and led classroom-based training sessions.
- Provided real-time feedback to agents in live listening sessions.
- Supervised the new hire certification process and provided upper management with detailed reports entailing the strengths and weaknesses of incoming agents.
- Was established as an IT SME and provided floor coverage to agents in a high paced work environment.

REFERENCES
- Available upon request