

# Christopher Brown

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## WORK EXPERIENCE

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### Accenture

Oct. 2018 – Present

*Junior Account Manager*

*Austin, TX*

- Utilizing product knowledge and empathy to deliver flawless support to our top clients.
- Developing and maintaining rapport with internal partners and external clients.
- Meeting daily with operations managers to determine best practices and improve business processes.

### Accenture via BCforward

Feb. 2018 – Sep. 2018

*Subject Matter Expert*

*Austin, TX*

- Creating, filing, and managing bug reports – escalating urgent issues to the engineering team.
- Updating and maintaining the internal knowledge-base for changes to the product or processes.
- Serving as a point of escalation for tier 2 procedures and customer grievances.
- Performing root cause analysis on negative customer interactions and providing necessary feedback.
- Reviewing, revising and approving e-mails and Tweets in order to exceed quality goals.

### Telus International

Oct. 2017 – Feb. 2018

*Customer Service Representative*

*Austin, TX*

- Troubleshooting complex technical issues and maximizing customer satisfaction.

### H-E-B

May. 2016 – Oct. 2017

*Cashier / Grocery Stocker*

*Austin, TX*

- Performing duties while ensuring each customer interaction is a positive experience.

### Gattis Pizza

Jun. 2015 – Apr. 2016

*Shift Leader*

*Austin, TX*

- Providing clear direction and goals, while maintaining in-store productivity and efficacy.

## SKILLS & INTERESTS

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- **Firm Understanding:** HTML5, CSS (Flexbox, Grid) Responsive Web Design, JavaScript (ES6), NPM, Excel
- **Basic Familiarity:** React, Node, Bootstrap, jQuery, Git, REST, SQL
- **Interests:** My family; local breweries; ethnic food; board games; classic movies; podcasts; fantasy novels; cats