**Christopher Brown**

cwbrownatx@gmail.com  (512) 214-0163  Austin, Texas

**WORK EXPERIENCE**

**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**

* **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