

Carly Rossi

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Qualifications

Office and Administrative Skills

- Bilingual in English and French, with basic knowledge of Spanish
- Extensive familiarity with OS X/macOS, including Pages, Numbers and Keynote, and the Microsoft OS (1997 through Windows 10 editions), including Powerpoint, Excel, Word and Outlook
- Strong background in working with technical and non-technical business owners to resolve customer issues and accomplish goals while dealing with ambiguity and making tough decisions in a fast-paced environment

Experience

Apple | August 2015 - Present

Business Chat technical support advisor | February 2019 - Present

- Support of iOS, Mac, Watch, AirPods, Apple ID, and Apple Pay customers in the US through Messages (currently in beta)
- Beta tester and Subject Matter Expert for beta platform used to handle external and internal customer contacts

AHA technical support advisor | August 2015 - February 2019

- Supported iOS, Mac, Watch, AirPods, and Beats customers internationally in chat and phone roles
- Supported team management in creating and leading weekly team meetings, conducting customer satisfaction survey audits and deep dives
- Supported internal customers through peer coaching towards emotional intelligence and communication cues both on a 1-on-1 level and on a group level

Battery Reservation and Service Teams | January - June 2018

- Worked closely with BRT and Customer Relations management, and peers to support internal and external customers regarding requests for Reduced Price iPhone Battery Service worldwide
- Worked closely with BRT and Customer Relations management to handle the request processing side of escalated requests for Reduced Price iPhone Battery Service

Best Buy Summer In-Store Rotation | Fall 2016 and Fall 2017

- Spent 6 weeks in-store, 2 of which were shadowing the Apple Solutions Consultant (ASC) and 4 weeks working and maintaining the Apple Shop independently with another AHA advisor on rotation and Best Buy Apple specialists
- Worked directly with store and department managers to build cross-functional relationships, engage customers in finding the best Apple solutions for their needs
- Revamped method in which Apple inventory is displayed and accounted for in the warehouse — this system is still in use by the store to this day
- Also helped to educate both internal and external customers on the benefits of the AppleCare Protection Package and on AppleCare+ for iOS and Watch devices

Social Response Rotation | February - June 2016

- Provided text-based technical support via Twitter for Apple Music, iOS and Mac that was both thorough, detailed and under character restriction
- Worked closely with management, Social Response senior advisors, and peers to constantly look for ways to improve the customer experience and drive the ability for support to be both speedily received without sacrificing quality or the human touch

- Was one of 22 advisors in Social Response to be selected as a Leader of the Pack to provide organization-wide support, along with creating and running team meetings and providing resources, to Social Response advisors while managers were writing annual performance reviews.

Amazon.com – Huntington, WV and Grand Forks, ND | October 2010 – May 2015

Executive Customer Relations Specialist | November 2013 - May 2015

- Resolved customer escalations on behalf of Jeff Bezos and senior leaders originating from Customer Service and internal customers (outside of traditional escalation pathways)
- Responded to and resolved customer escalations filed with the Better Business Bureau, Attorney General's Office or other protection agencies
- Partnered with Legal and Public Relations team members to objectively handle highly sensitive situations with integrity and discretion
- Identified and drove process improvements from customer escalations by partnering with senior management, development, operations and/or product management teams
- Resolved email contacts within service level and established quality goals
- Extensive experience multi-tasking with strong attention to detail, excellent oral and written communication skills and ability to think creatively while dealing with ambiguity

Customer Service Lead | November 2011- November 2013

- Traditional, Coach and Resolution lead roles
- Supported CS teams in phone, chat and email work
- Launched Textbook Rentals, AmazonLocal, and Chat businesses

Subject Matter Expert/Rover | October 2011 – November 2011

- Amazon.com, Amazon Local and Kindle Generalist support

Customer Service Associate | October 2010–October 2011

- Amazon.com, Amazon Local, Kindle Generalist and Specialist roles

Community Service

- Volunteering with SPEEC in Portland, OR from 2018 to Present
- Volunteered with the Tri-Cities, WA Chive chapter from mid-2015 to mid-2018
- Volunteered with the Tri-Cities Community Food Bank in Kennewick, WA
- Volunteered with the North Dakota Special Olympics for the 2015 Polar Plunge
- Volunteered with the Children's Miracle Network and the Sanford Children's Hospital for the 2nd annual Miracle Maker Radiothon in East Grand Forks, MN
- Community nutrition educator for Huntington's Kitchen in Huntington, WV from 2010-2013
- Served as one of the primary volunteers for a large-scale community nutritional outreach program during the production of "Jamie Oliver's Food Revolution," 2010

Education

Marshall University - Huntington, WV | Summer 2010 – Fall 2013

- Double-major in the BSc for Dietetics and the BS for Business Management with a Health Care concentration
- Earned Dean's List multiple semesters

MCTC – Huntington, WV | Fall 2009 – Spring 2010

- Enrolled in Allied Health
- Cumulative 4.0 GPA
- Earned Dean's List multiple semesters