

Cesar Anzures

Dallas-Fort Worth Metroplex



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Summary

Experienced product support specialist with focus on tax software and customer service. Currently attending Southern Methodist University for a full-stack development certificate.

Experience



Product Support Specialist

Thomson Reuters

May 2018 - Present (2 years 2 months +)

- Provide product support to customers via phone, email and/or chat leveraging internal resources in a timely manner
- Work on cases/tickets according to established departmental practices
- Document all interactions following standard operating procedures
- Collaborate with other support teams involving integration between ONESOURCE products
- Improve the quality of the customer experience on a daily basis



Administrative Assistant

Toyota of Stamford

Sep 2016 - Feb 2018 (1 year 6 months)



Service Administrative Assistant

Greenwich Infiniti

Sep 2015 - Oct 2016 (1 year 2 months)

Education



Southern Methodist University

Full-Stack Software Engineering Certificate, Computer Software Engineering

2020 - 2020



Navarro College

Associate of Arts (AA), General Studies

2011 - 2012

Skills

JavaScript • jQuery • Git • SQL • Microsoft Office • Linux • AngularJS • Microsoft Word • Microsoft Excel • Node.js