

CICELY CARRINGTON

TECHNICAL SUPPORT III

OBJECTIVE

Dedicated and customer-focused IT professional with 10 years of experience in providing exceptional technical support. Seeking a Help Desk position to leverage strong troubleshooting skills and interpersonal abilities.

SKILLS

- Product Troubleshooter
- Technical troubleshooter

EXPERIENCE

SENIOR TECHNICAL SUPPORT SPECIALIST

Apple (Work-From-Home) | January 2013 – March 2025

- Handled 60+ inbound calls per shift, exceeding company targets by 22%
- Promoted to Team Lead within six months, establishing a Helpdesk email system that improved training consistency and response times
- Assisted customers with troubleshooting technical issues, billing inquiries, and confidential account updates
- Effectively diffused escalated situations by anticipating customer needs and involving management when necessary
- Strengthened customer relationships through proactive communication and follow-ups to enhance satisfaction

TEAM LEAD

Convergys – DIRECTV | January 2010 – January 2013



CICELYCARRINGTON@ME.COM



(304) 887-7235

DID YOU MANAGE A TEAM FOR YOUR CLUB, LEAD A PROJECT FOR YOUR FAVORITE CHARITY, OR EDIT YOUR SCHOOL NEWSPAPER? GO AHEAD AND DESCRIBE EXPERIENCES THAT ILLUSTRATE YOUR LEADERSHIP ABILITIES.

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- Managed teams to ensure service delivery aligned with Service Level Agreements (SLA)
- Served as a liaison between offshore and onsite teams to optimize workflow and efficiency
- Assisted in implementing strategic data initiatives and ensured compliance with due diligence (KYC) requirements
- Analyzed error trends, provided recommendations to senior management, and implemented successful process improvements
- Identified regulatory risks within operations and spearheaded policy changes that enhanced compliance and efficiency
- Collaborated with Business Analysts and Development Teams for successful system upgrades and process reporting

TECHNICAL SUPPORT REPRESENTATIVE

Echostar – Dish Network | Bluefield, WV | January 2005 – January 2010

- Provided technical support and troubleshooting assistance for satellite TV services
- Resolved customer inquiries related to billing, service activation, and equipment setup
- Maintained high customer satisfaction ratings through efficient problem-solving and clear communication

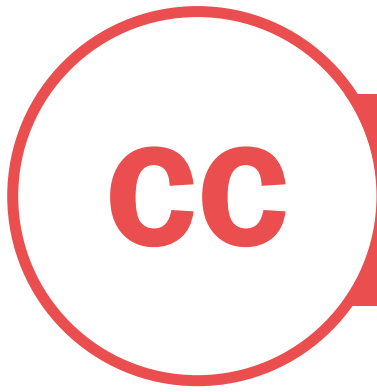


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EDUCATION

Bachelor of Science

Grantham University, Lenexa, KS June 2008

Associate of Science in Information Systems

American National University, Bluefield, VA | January 2000



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