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| CC 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 | |  | | --- | | Cicely CarringtonTechnical support III |  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**   * 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  Education Bachelor of Science  Grantham University, Lenexa, KS June 2008  **Associate of Science in Information Systems** American National University, Bluefield, VA | January 2000 |