

CHRIS HARWOOD

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Experienced technical support leader seeking a position that will enable me to utilize my strong organizational skills, client support background, and talent of working effectively in a fast-paced environment.

SKILLS

- Effective communication of complex technical topics to a non-technical audience
- Liaison between business units to achieve a successful end result
- Customer driven, with experience working with individuals at all levels of a company, from customers to executives
- Critical thinking to determine the best path forward, frequently resulting in process improvement

EXPERIENCE

Technical Support Team Lead, CoSchedule

September 2016-January 2024

- Oversee day-to-day operations of Technical Support Department in a fast-paced environment
- Own all escalated issues from report to troubleshooting and resolution, including ticketing system management
- Coordinate and execute activities with Engineering Team to provide a high level of tech support to customers, including identifying potential product defects and contributing to product improvements
- Lead triage of technical issues and communicate priority to team
- Collaborate with internal teams to improve and document support processes, including training and readiness

Technical Support Coordinator, Sundog

May 2012-September 2016

- Ownership of maintenance and technical support of client issues and solutions
- Serve as a liaison between external clients and internal developers to troubleshoot issues, ensure software stability, and guarantee customer satisfaction
- Define and deliver small solution enhancements as requested by clients, contributing to product improvements
- Manage and implement large solution budgets for international corporations

Testing Systems Analyst, Corelink Administrative Solutions

November 2010-May 2012

- Design, analyze and implement select company systems through testing and technical issue resolution
- Coordinate communication with internal teams to ensure requirements have been met during testing
- Collaborate with project managers on test results and required program changes

EDUCATION

Rasmussen College, AAS

October 2010

- Business Management; Emphasis in Business Administration