

Cole Brant

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EDUCATION

HSD, River Falls High School

High School Diploma

June 2017

PROFESSIONAL EXPERIENCE

MetisPro Corp, Technical Support Representative

Sep 2022 – Present

- Provides client support for an expansive asynchronous POS Suite.
- Assists clients with hardware related issues.
- Assists clients with software related issues.
- Wrote an automated script that audits transaction data between client and system servers for accuracy and completeness.
- Supports 30+ clients on the night-time shift with little-to-no direct supervision during this timeslot.
- Solves technical issues by utilizing a virtual environment to replicate client concerns and reports findings to the development team for further analysis.
- Serves as a team-lead during the evening shift.
- Builds rapport with high-value clients to maintain good business relations.
- Tracks client feedback to develop software improvements for MetisPro products.
- Deescalates client friction points during the first contact in a high-volume call-center environment.
- Provides hand-off reporting and project progression in a meeting with nighttime staff.

HughesNet, Large Enterprise Help Desk Technician

Sep 2021 – Sep 2022

- Utilized and demonstrated proficiency in Salesforce, Aspect, Alvaria, HughesON, ActivePath, NMP, and other programs over the course of employment.
- Communicated with large enterprises clients and other help desk agents to resolve customer conflicts.
- Resolved network connectivity issues such as intermittency, packet loss, slow browser speeds, and hard down.
- Drove data-oriented solutions using pools of historical data to identify underlying network issues.
- Demonstrated proficiency in a high-volume call-center environment.
- Upsold HughesNet products during client interactions.
- Worked remotely with little-to-no supervision.
- Serves as a trainer for new-hire associates.
- Promoted to this role within a few months of starting at HughesNet.

LEADERSHIP EXPERIENCE

The Cleaning Authority – Team Lead

- Managed small teams of 2-3 people cleaning 4-5 houses per day.
- Kept team members on schedule and picked up slack when necessary.
- Communicated closely with management.

Travel Centers of America – Lead Porter

- Provided training for new team members.
- Dealt with customer concerns directly and communicated them with the team/management

SKILLS

Technical Skills: Microsoft 365 Proficiency. Business Writing. Phone Etiquette. Working with Multiple Programs Simultaneously. React. Javascript. Python. HTML. CSS. MongoDB. CRM Software.