

DANIEL BOREN

2809 W William Cannon Dr #A203

Austin, TX, 78745

210-218-6248 (Cell phone)

danielboren@att.net

Summary

Customer service professional with 5+ years experience in both the retail and in-store media / branding industries, including a focus on high profile clients and their specific technical needs.

Experience

Sound Designer at Mood Media August 2017 – September 2020

- Recorded, edited, and mixed promotional and informative audio messages for Mood clients.

Tier 2 Customer Service Representative at Mood Media April 2017 – August 2017

- Provided technical support to Mood clients with a primary focus on digital signage platforms and their online control interfaces.

Platinum Customer Service Representative at Mood Media October 2014 – April 2017

- Provided white glove technical and general assistance to higher priority Mood clients, including accommodating unique equipment setups and resolution processes tailored to specific clients' needs, such as a specialized jukebox setup provided for Texas Roadhouse. Worked closely with clients' respective Mood account managers to ensure timely and thorough resolution to clients' requests.

Customer Service Rep (Third Party Support) at Mood Media Aug 2014 – Oct 2014

- Provided customer service focused on Mood clients who use third party online service request systems, such as ServiceChannel.

Customer Service Representative at Mood Media June 2013 – August 2014

- Provided technical and general assistance to Mood clients via both telephone and Mood's internal e-mail ticket queue. Mood Media is a company which provides branding solutions to clients in various forms, such as overhead and on-hold music and voice messaging, digital signage, and in-store scents, with many services manageable by the user through online control websites.

Education

Texas State University, San Marcos, TX

- Graduated Summa Cum Laude with a Bachelor of Science in Sound Recording Technology and a minor in German in 2013 (GPA: 3.94)

Skills

- Troubleshooting
- Client relations
- Attention to detail