

Harry Gustave

Sales Engineer

Austin, TX 78745

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Sales Engineer

Zoho Corporation - Austin, TX

January 2018 to Present

collaborate with the Account Management team to illuminate what Zoho can do for a business on a technical level. This usually takes the form of product demonstrations and presentations.

Communicate with companies of all sizes. Speak with IT Administrators, Sales Managers, and small business owners. Articulate how the Zoho suite of apps best fits their organization.

Provide guidance to Zoho's growing customer base, from API set up, system integration, Marketing and project management.

Provide Migration services to transfer data into Zoho CRM from a variety of competitors including Salesforce.com and ACT.

Customize CRM product to specific verticals including real estate, law, and healthcare.

Attend Zoho Seminar and conferences where I present specific softwares and keynotes to a crowd of 200 users or more.

Trust And Security Representative

HomeAway - Austin, TX

May 2017 to January 2018

Investigate property owners account before allowing their listing on our website. Usually investigations involves review of legal documents, IP address , and property location cross matching.

In the event of fraudulent activities, we would follow fraud procedure. Isolate the listing, review the web for similar listing, close and report listing to other websites were the same property is being listed.

Assist the victims, bu filling disputes with their banks.

Black list IP and email accounts from our systems.

Issue previous and current traveler warnings.

Senior Customer Service Representative

Visa - Miami, FL

April 2015 to September 2017

Review system spending patterns, and locate potential fraudulent activities.

Reviewed credit card disputes / chargebacks by redirecting them to the correct financial institutions for processing.

Educated Canada's North West region locals on credit and debit card usage, best practices and product benefits.

Educated customers on best practices to secure their card from fraudsters.

Review and analyzed credit card transactions to prevent or stop further fraudulent transactions.

Expert

Apple - Miami, FL

November 2016 to April 2017

- Assisted Customer with all their inquiries in regards to all Apple products.
- Educated Customer on usage of softwares and Hardware, daily usage, set up etc
- Served as liaison and translator for business teams by helping them with French French speaking Business owners.
- Trouble shoot and set up Customer's new or defective products.
- provided excellent customer service and a fun Apple store experience.

Advanced Client Support Specialist

Bank Of America Merchant Services - Coral Springs, FL

November 2013 to April 2015

- Review and process Business owner documents to insure Compliance with IRS
- process merchant's credit card terminal updates and replacements, and educating them on usage of new products
- Educated Merchant's on the different Credit card processing payment plans and benefits.
- served as Liaison between Merchant or Business owners and Consumer's Financial Institution in case of Charge backs / Disputes

Cust Svc Call Ctr Tm Lead

First Data

January 2013 to November 2013

- Assisted new hires with their questions on the production Floor
- Handled escalated issues, from credit card terminal downloads, to customer complaints
- Implemented new download procedures and instructions to facilitate agents with their calls.
- Assisted Managers with agents evaluations and reviews
- provided coaching and feedback to agents for performance improvements.

Merchant Activation rep

First Data - Coral Springs, FL

September 2011 to November 2013

- Downloaded and Troubleshooted merchant's credit card terminals
- Educated Business owners and their employees on how to use the credit card terminals for daily operations
- processed online Operating system upgrades for terminal software updates.
- Assisted Sales reps in selecting appropriate terminals based on Business owner needs

Education

Associates in Arts

SEMINOLE STATE COLLEGE OF FLORIDA - Lake Mary, FL

September 2013

High School Diploma

SEMINOLE COMMUNITY COLLEGE ADULT HIGH SCHOOL - Lake Mary, FL

May 2009

Computer Science

FLORIDAT INTERNATIONAL UNIVERSITY - Miami, FL

Skills

- Javascript (Less than 1 year)
- Mac (3 years)
- Hardware and Software troubleshooting and installation Mac OS and IOS (10+ years)
- Windows XP, Windows 7 and Microsoft Office installation, configuration and troubleshooting (10+ years)
- supporting workstation and desktop systems (4 years)
- Pre-Sales
- Git
- HTML5
- CSS (Less than 1 year)
- IOS (6 years)

Links

<https://www.linkedin.com/in/harry-gustave-6b58b8125>

Assessments

Customer Service Skills — Proficient

November 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

- Computer programming Languages: Java, python, C++
- Hardware, Software repair and troubleshooting
- Mac OS and IOS

Zoho one suite of apps.

Hubspot