|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Skill Matrix**  **Study Executions/Operations – Robriana Johnson** | | | | | |
| **Total IT Experience** | 6+ Years | | | | |
| **Total US IT Experience** | 6+ Years | | | | |
| **Educational Attainments** | B.A in Sociology, University of San Diego | | | | |
|  | | | | |
|  | | | | | |
| **Communication Skills** | Good | | | | |
|  | | | | | |
| **Certifications** | N/A | | | | |
|  | | | | |
|  | | | | | |
| **Skills/Tools** | **Worked Yes/No** | **One line for understanding of this skill and few lines for how it was used by the resource in the project/s** | **Years worked** | **Rating**  **1 - 10** | **Latest  Used** |
| Apple store | Yes | Supported users with Apple devices by utilizing resources and databases to effectively escalate hardware and software issues, surpassing business and customer expectations. | 5 Years | 9 | 2021 |
| Customer Service | Yes | Experienced customer service professional with over 6 years of success in exceeding customer expectations. Proven ability to handle challenging situations, resolve issues, and foster positive relationships. Strong communication skills and adept at utilizing customer service tools. Seeking to contribute expertise to a customer-centric organization. | 6+ Years |  | 2024 |

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| --- | --- |
| **General Information – Robriana Johnson** | |
| First Name | Robriana |
| Middle Name |  |
| Last Name | Johnson |
| Mobile Phone | 408-607-9056 |
| Email | [robriana.johnson@gmail.com](mailto:robriana.johnson@gmail.com) |
| Visa/if dependent Visa with expiry dates | US Citizen |
| Current Location | Santa Clara, CA |
| LinkedIn ID | <https://www.linkedin.com/in/robbij/> |
| Ready for Onsite day one | Yes |
| Total IT Experience | 6+ Years |
| Employer placed candidate in TCS earlier? | Yes |
| Complaint Status | Yes |

**Robriana Johnson**

**408-607-9056**

[**robriana.johnson@gmail.com**](mailto:robriana.johnson@gmail.com)

**Profile**

* Tech-savvy individual with 6+ years of experience as a customer-facing Technical Account Manager. Develops a deep understanding of client goals and objectives to advise on relevant programs and technology solutions. Executes and builds technical services that align with client objectives and strategic goals. Grows business accounts by identifying and driving expansion opportunities to achieve revenue targets. Establish and execute strategies for sales growth by offering technical support for customers via pre-sales and post-sales processes.

**Employment History**

**Customer Service at United Airlines, San Francisco, CA February 2022 — Present**

* Verify passengers' documentation and ensured compliance with airline policies and government regulations, contributing to a smooth and secure boarding experience.
* Effectively communicated boarding announcements, gate changes, and important flight information to passengers over the public address system, demonstrating clear and concise communication skills.
* Collaborate with flight crew, ground staff, and other airline personnel to address operational challenges and maintain a cohesive and organized departure process.
* Utilize airline-specific computer systems to process passenger data, manage flight manifests, and update information in real-time to support operational efficiency.

**Financial Consultant at World Financial Group, San Jose, CA May 2022 — May 2023**

* Implemented strategic prospecting and lead generation techniques to expand client base and increase revenue streams.
* Provided expert financial advice to clients, conducting in-depth analyses of their financial situations and developing personalized financial plans to optimize wealth accumulation and protection.
* Collaborated with a diverse team of financial professionals to leverage collective expertise and provide clients with comprehensive financial solutions.

**Technical Account Manager at Apple Inc., Sacramento, CA January 2017 — August 2021**

* Supported users with Apple devices by utilizing resources and databases to effectively escalate hardware and software issues, surpassing business and customer expectations.
* Championed pipeline management and prospect list development by training new and existing employees to gain knowledge of company technology to amplify issue resolution rate.
* Exceeded sales and service goals initiative to maintain the company’s competitive force in the marketplace by analyzing feedback to understand customers’ business challenges and industry trends.
* Promoted and communicated product value offerings by establishing data-driven campaign strategies to aid clients in achieving key performance indicators (KPIs) metrics and desired outcomes.
* Recorded the highest customer satisfaction rate ever by providing after-services to clients through the introduction of AppleCare services covering hardware failures, leading to 60% sales.
* Drove customer lifetime value by guiding clients through the customer journey, advancing enterprise product program adoption strategy for assigned customers.

**Skills**

* Product Management
* Strategic Planning Team Collaboration Negotiation Technical Support Product Adoption
* Client Relationship Management Client Advocacy
* Leadership Salesforce Data Analysis
* Lead Generation Risk Mitigation Market Research

**Education:**

B.A in Sociology, University of San Diego