

JONATHON M. BIALA

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OBJECTIVE: Seeking a challenging position in a professional environment, with an opportunity for career growth and development of my professional skills.

PROFESSIONAL EXPERIENCE

City of Sacramento 311 Customer Support (2017 – Present)

Customer Service Agent

- Provide support and information to citizens within the City of Sacramento via 24 hour inbound/outbound contact center. Actively assesses nature and/or urgency of each contact to help determine appropriate priority of issue/request.
- Document all customer interactions via Customer Relationship Management (CRM) system; records information on all customer inquiries or problems; provides updates on previously created cases.
- Create service requests and work orders for various departments we support (Utilities, Parking Enforcement, Code Enforcement, Building/Planning, Street maintenance, Animal Control, and Solid Waste)
- Dispatches calls in accordance with established procedures and policies using a computerized dispatch system, including determining priority of calls and contacting and sending appropriate response unit.
- Participates in on-going training and cross-training opportunities; stays abreast of changes in the operation, policies, and procedures of City departments that affect services provided.
- Respond to 311 email and web requests for information.

Apple Inc, Elk Grove, CA (Jun 2015 - 2017)

Mac+ Senior Advisor

- Inbound/outbound technical support for all Apple services: macOS, iOS, Watch OS, iTunes (both on Mac and PC)
- Responsible for owning and resolving technical issues escalated from tier 1 AppleCare advisors.
- Any cases that I am unable to resolve on first contact are escalated to Apple Engineering for further investigation. Once Apple Engineering provides a resolution, a follow up contact with the customer is made for further troubleshooting and close of case.
- Answering general “how-to” questions for all Apple products and services
- Promoted to a Senior Advisor position after 6 months in a tier 1 position
- All customer interactions must be documented with extensive detail to help engineering and product teams to fully understand what the end user is experiencing.

Verizon Wireless, Rancho Cordova (Nov 2014 – Jun 2015)

Customer Care Specialist

- Inbound/outbound customer support
- Full account servicing (Billing, payment arrangement, assumption of liability, disconnects)
- Data use and credit disputes
- Educate customers on device features / functions
- Provide technical support for all Verizon Wireless devices (wireless and home network services)
- Documenting all customer interactions with extensive detail

Telenav Inc. (2007 - 2014)

Telenav Inc. Sunnyvale, CA (Dec 2013 – Nov 2014)

Desktop Systems Specialist – Corporate Network

Provided IT support to all internal/external Telenav employees

- Imaging and troubleshooting OS X and Windows platforms on a day-to-day basis
- Setup and deployment of new hire laptops and cubicles. Duties also included setting up employee phones and tablets as requested.
- Daily use of Active Directory and Microsoft Exchange for on-boarding, terminations, and other employee requests as needed.
- Day to day troubleshooting / support for all US employees as needed
- Assisted in migration from On Premise Exchange server to Office 365
- Ordering of necessary materials for Telenav employee IT needs (Mac and Windows hardware and/or software, IDF/Server room hardware and materials, toner etc.)
- BMC Footprints Service Desk Administrator (integrated IT Service and Asset Management Solution)
- Prepare deployment packages for BMC Service Core
- Regular management and maintenance of BMC Service Core and Asset Core environment as required

Telenav Inc. Sunnyvale, CA (Jan 2010 – Dec 2013)

Manager - Customer Support

Manage a staff of up to 25 non-exempt employees by providing necessary coaching and leadership for the team. Provide direct reports with clearly defined expectations, assigning tasks appropriately and assuring progress toward individual goals is made. Collaborate with other departments to identify issues and trends. Reported regularly to Director of support regarding trends and changes to the tactical plan to ensure successful performance.

- Manage HQ Support Team (US/Offshore) Over-see handling of inbound and outbound customer support via phone, email, web, chat support.
- Perform all people management activities for staff, including recruiting, talent planning, coaching, training, as well as performance and compensation management; Encourages on-going professional development through job assignments and training.
- Monitor Calls/Service Requests in the queue and manage escalations through to resolution.
- Cultivate a customer support culture ensuring high levels of customer satisfaction and service delivery.
- Interface regularly with internal customers/departments to resolve issues, gather information, and manage team activities/performance.
- Track key operational statistics and provides reporting/updates to senior management as needed.
- Collaborate with system administrators regarding support tools enhancements and issues, recommends upgrades to systems and processes as appropriate.
- Frequent travel to our offshore support centers (Philippines and Mexico) for training, coaching, and team building.

Telenav Inc. – Sunnyvale, CA (Jun 2008 to Jan 2010)

Escalation Supervisor – Customer Support

Inbound and outbound support for application issues escalated from level 1 and 2 teams. Worked closely with engineering and product teams to determine root causes and resolutions. Point of contact for all escalated issues. Handle all issues from US Cellular (Carrier partner) and escalate internally if cannot be resolved. Attend weekly meetings discussing major white label service issues with Sprint product and billing teams.

Responsible include, but not limited to:

- Main point of contact for all escalated issues. Worked closely with engineering to find solutions for all customer issues
- Communicate outages and launches/product changes to level 1 support center located in Makati, Philippines
- Provide demo / test accounts customers and carrier partners
- Attend product launch meetings with carrier partners regarding white label navigation products
- Inbound / outbound phone and email communications with customer regarding their escalated issues. Owned all escalated issues until fully resolved.

Telenav Inc. – Sunnyvale, CA (Apr 2007 – Jun 2008)

Customer Support Representative

Inbound/outbound support to customers escalated from level 1 team. Completion of escalation tickets including detailed customer information before escalating to level 3.

Responsible include, but not limited to:

- Daily use of customer relationship management web tool (Oracle On Demand) to record customer / device issues
- Service cancellations and Refunds
- Return merchandise authorization requests
- E-mail and forum support
- Reporting of application and website errors to appropriate engineering teams
- Account activations for all services

Education

UC Davis Coding Bootcamp – June 2022 to present

Full stack web development

Sacramento City College – 2018 to 2020.

Business Management

Milpitas High School — Milpitas, CA (September 1999 - June 2002)

High School Diploma

Technical Skills

- OS X Support - Certified Apple Technician
- Windows Support
- Microsoft Office
- Windows Active Directory
- BMC footprints Administration
- Oracle Contact Center on Demand
- Proficient with iOS, Android, Windows Mobile and various other mobile operating systems.
- HTML
- CSS
- JavaScript
- Bootstrap
- GIT
- Jira

GitHub: <https://github.com/jonathonb1>

Various projects:

<https://jonathonb1.github.io/run-buddy/> - Mock landing page for an exercise website

<https://jonathonb1.github.io/weather-dashboard/> - Weather Dashboard

<https://ryanpjhickey.github.io/Paws-to-Home/> - Pet adoption website

References:

Upon Request