

KEVIN CRAWFORD

Onboarding Specialist

PERSONAL PROFILE

Adaptable and reliable onboarding specialist with over 5+ years of experience in customer support, documentation ,IT, and facilitating employee training.

I'm interested in a position that requires both conceptual and analytical thinking as I have the drive to expand my skill sets. I enjoy working with startups and established companies, alike.

CONTACT DETAILS

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SKILLS AND ABILITIES

- Practiced Adult Learning Theory
- Project management
- Data visualization
- Highly adaptable and results driven
- Strong communication and interpersonal skills
- Fast learner
- Team player
- Hard working
- Motivated and dedicated
- B2B sales experience

SPECIALIZATIONS

- Windows 10 & macOS
- Zendesk
- Google Suite & Microsoft Office
- Google Spreadsheets & Excel
- FreshBooks & QuickBooks
- Slack, Skype, & Google Meet
- Twitter, Facebook & Instagram
- Photoshop CS6, Adobe Premier Pro, & Sony Vegas Pro 18

CERTIFICATIONS

- CannSell Certification
- Fundamentals of Digital Marketing | Google - 2020

EMPLOYMENT HISTORY

Onboarding Specialist

Tucows Inc | 2015 to 2021

- Connecting/onboarding new residential and business customers to our incredibly fast fiber internet service
- Provide fast, accurate and personalized communication to customers over email, phone, chat and social media (Twitter, Facebook, Instagram, and Forums)
- Retaining and building customer loyalty
- Consistently received employee net promoter score of 95%
- Administered self-formulated training material and documentation
- Corresponding cross-communication between different teams (Marketing, Technical Support, and Product Management)

Lead Customer Service & Sales Advisor

Sitel | 2013 to 2014

- Exceeded monthly sale targets by 110%
- Received commendation as one of the top 3 sales associate
- Identified and resolved complex customer billing inquiries
- Provided high level technical support to customers

Repair Technician

PC Warehouse | 2011 to 2012

- Ran diagnostics and analysis of customer computers
- Repaired complex computer related issues from start to finish within a timely manner
- Helped educate customers about hardware and software related details

ACADEMIC PROFILE

Niagara College

Radio, Film, and TV Broadcasting, 2014

Denis Morris High School

Graduate Class of 2011

- Member, Film Club
- Member, Game Design Club
- Won the 2009 and 2010 DM Film Competition