KOAN LOC

loc.koan@yahoo.com
Sugar Land, TX 77479
832.814.6646

SUMMARY OF QUALIFICATIONS

Professional who offers a unique combination of experience and broad range of skills. Strong critical thinking, problem solving and time management skills with proven success handling high-pressure environments.

PROFESSIONAL EXPERIENCE

ABB Enterprise Software

Solution Engineer   **April 2018 – Present**
- Consult on all ABB Power Grid products
  - In direct communication with customers to correct discrepancies and answer inquiries
  - Quickly assimilate information to manage entire case lifecycle (beginning to resolution)
  - Effective liaison between sales and technical groups
- Collaborate with global colleagues (Americas, Asia, Europe/Africa)
  - Create standards for execution between marketing, sales and technical support
  - Improve documentation and archive information
- Generate reports for internal distribution
  - Campaign implementation for marketing and sales teams
  - Present data to business units and division heads

Senior Support Analyst   **February 2014 – March 2018**
- Senior Analyst for 8 Independent System Operator (ISO)/ Regional Transmission Organization (RTO) divisions in North America
- Improved Net Promoter Score (NPS) by +25 points
  - On call 24/7 during After Hours Support (AHS)
- Administer application servers, web services and databases for Oracle 12C migration
  - Trusted to query and maintain client databases / certificates
  - Assisted with data conversion to web-based platform
- Undertook additional responsibilities from PM / Development Team / Business Analysts
  - Reported and troubleshoot issues internally
  - Monitor incoming market changes, security upgrades and notifications
- Awards received:
  - Pinch Hitter Award (Always Lending a Helping Hand) from Software Development Director
  - Quality Salute Award from NA Director of Global Customer Care (2016 and 2017)

TECHNICAL ABILITIES

- Microsoft Office 365: Outlook, Word, Excel, OneNote, OneDrive, SharePoint and Teams
- Others: PowerBI, Access, Planner, Skype, Visio Studio Code, GitHub
- CRM/ERP: Salesforce, VersionOne, BMC Remedyforce, Financialforce, Knowledgebase and Agile
- SQL, C#, HTML, JavaScript and CSS

EDUCATION

University of Houston
Bachelor of Science in Biology, Minor in Chemistry   **August 2009**