Melbae T. Abernathy

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Summary

Possessing over twenty years of experience in Administrative, Customer Service and Technical Support.

Education

Web Developer Bootcamp, TheTech Academy, 2021

Master of Business Administration, Strayer University, 2009
Concentration: Human Resources

Bachelor of Business Administration, Strayer University, 2006

Experience

2021 | Internship | Prosper IT Consulting | Remote

- ❖ Worked with my peers in a team developing a Web Site in HTML, CSS and JavaScript.
- ❖ Daily standups with the Project Manager and also a weekly Sprint retrospective.
- ❖ Worked on several front end stories.
- ❖ Over the two week sprint I had the opportunity to work with Project Management with my programming skills that I will be able to use again in the future on future projects.

8/20 – Present | Customer Support | Robert Half | Remote

- ❖ Assisting customers with troubleshooting various indoor exercise equipment for Bowflex, Schwinn and Nautilus.
- ❖ Assisting customers with placing orders for parts and protection plans.
- ❖ Assisting with assembly questions.

11/10 – 8/20 | Owner | The Right Company | Remote

Client: AT & T
- ❖ Delivers exceptional sales support and service via on-line chat for individual customers.
- ❖ Assisting customer with password resets
- ❖ Assisted with upgrade options
- ❖ Averages 3 concurrent chats at a time, answering chats within 10 seconds.
- ❖ Creates custom fit solutions that meet the specific needs of the customer.
- ❖ Delivers at least 1.30 sales per hour (OPLH).
- ❖ Sustains CSAT and quality scores of 90% or better.

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Client: TurboTax
  - ❖ Researches, analyzes and determines appropriate courses of action for TurboTax clients.
  - ❖ Interacts with customers via phone, focusing on tax related questions, data entry and navigation.
  - ❖ Documents all issues, resolutions and follow up actions.
  - ❖ Provides consistent, high quality support to all customers.
  - ❖ Serves as a positive representative for the Intuit Organization
  - ❖ Takes a caring and empathetic approach to customer interactions.
  - ❖ Uses the TurboTax product to accurately and effectively resolve customer inquiries on the first contact.
  - ❖ Handles problem resolutions that may require follow-up and/or escalation to a higher level of expertise.

06/14 – 01/16 | Customer Service/Technical Support Advisor | KellyConnect | Remote

  - ❖ Provided technical support for the iPhone, iPad, and iPod
Assisted via phone and chat with tech support for their devices and also resetting passcode and password for apple id and devices.

07/04 – 05/11 |Processing Assistant III | NCDOT | Durham, NC

  - ❖ Completed and/or approved over 450 annual Requisitions for necessary supplies
  - ❖ Monitored spending, payment of invoices, and closed approximately 300 Purchase Orders annually by operating the Mainframe (NCDOT) applications.
    - o Compiling vendors' data, prices, entering the requisition/purchase order contract, tracking the requisition/purchase order and confirming product(s)/service was received satisfactorily.
  - ❖ Processed requisitions and handled purchase orders for Division and District wide Purchase Order Contracts (Grade and Pave, Resurfacing, Tree Trimming, etc.).
  - ❖ Troubleshot and corrected requisitioning and invoicing problems for Durham, Granville and Person Counties support staff

Computer Experience

Methodologies:
• AGILE   • Scrum   • Iterative

Version Control:
• Git   • GitHub   • Git Bash   • Azure DevOps

Languages:

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• JavaScript   • HTML   • CSS   • .XML   • SQL   • JSON

Libraries and Framework:
• Vue   • DJango   • React   • .AJAX
• jQuery   • Bootstrap

Operating Environments:
• DOS   • Windows 7   • Windows 10

Business Tools:
• MS Office Suite   • Sharepoint   • Slack   • Salesforce   • AWS
• Visual Studio   • Notepad++   • MS Teams   • VM Ware   • API