

PRODUCT MANAGER/CLARIFY TICKET MANGER

Summary

Analytical Product manager adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Product Manager with 6 years in technical and customer support roles. Effectively identifies problems using advanced troubleshooting skills. Successful at driving financial and productivity results. Skilled communicator offering superior technical knowledge for work in a fast-paced wireless world. Technical Customer Service Specialist with a vast knowledge of web applications, software and framework seeking to assist clients in all troubleshooting endeavors. Technical Support Representative skilled at resolving complex customer service issues in a timely manner.

Highlights

- Troubleshooting proficiency
- Exceptional telephone etiquette
- Patient and diligent
- Vast technical knowledge
- iOS, Android, servicebooks, expert
- Apple Certified Support Professional

Accomplishments

- Exceeded monthly goals by successfully handling more than 400 calls per week.
- Reduced technical escalations to management by 95 % to only 10 per day.
- Top representative in department with customer satisfaction surpassing 95% Promoted to Clarify ticket manager .
- Awarded a Customer Excellence Award upon the completion of a project that create opportunities for more business.
- Multiple technical awards for work performance.
- Commended for attention to detail and accuracy.
- Awarded Team player for contributions to AAB, Smartlimits, access ID, make a wish month long fundraiser .
- Received award for customer service recognition and ability to work well with the other team members.
- Clarify Star Player best calls

Experience

Product manager/Clarify Ticket Manger 07/2011 to Current ATT City , STATE

- Carefully organized, analyzed and prepared technical data reports to ensure proper workflow and productivity.
- Led design presentations to product management team of 9 .
- Troubleshooted and resolved web application issues escalated from customer support and other departments with a 100% success rate.
- Displayed courtesy and strong interpersonal skills with all customer interactions.
- Built and maintained successful relationships with service providers, dealers and consumers.
- Processed an average of 26 inbound and outbound technical support calls.
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Monitored multiple databases to keep track of trending issues and locations
- Planned and executed Troubleshooting path for various applications Smart limits. Resolved system issues that affected customers login to handle online self services.
- SME for Clarify Ticket team Provided Quality feedback based on cases received by ATT reps from all departments
- Was the 1st level of technical escalation for all departments relating to wireless products
- cross referenced data pulled from customer device and using database that allows me to see tower connection
- Acted as the mediator between vendors and customers like beats audio app, Location labs(familMaps), network engineers

cashier /IT support 10/2009 The Home Depot City , STATE

- Gathered and analyzed market information and used findings to define product strategy. Opened and closed the store, which included counting cash drawers and making bank deposits.
- Helped customers select products that best fit their personal needs. Answered customers' questions and addressed problems and complaints in person and via phone.
- Served as mentor to junior team members.
- Conducted analysis to address customers locating products which led to easier use of application in the store .
- Provided onsite training to new cashiers working with system
- provided customers with assistance when ordering online and picking up in the store
- assisted customers with use of Application on device
- assisted customers with connecting to free wifi provided by store
- assisted corporate employees with email set up on company issued devices
- etc

Data support Sprint BWTS City , STATE

- Verified that information in the computer system was up-to-date and accurate. Displayed courtesy and strong interpersonal skills with all

customer interactions.

- Built and maintained successful relationships with service providers, dealers and consumers.
- Maintained composure and patience in face of difficult customer situations.
- Informed customers about issue resolution progress. Provided base level IT support to small business clients and accounts
- troubleshoot cdma network devices
- Maintained composure and patience in face of difficult customer situations.
- Remote supported cvst devices to provide a more efficient resolution
- informed customer on products being used
- acted as mediator and trouble shot the Nextel device and 2way radio used for business small and large
- Support customers with online billing and account issues.
- Researched issues on various computer systems and databases to resolve complaints and answer inquiries. .

Education

Bachelor of Arts 2005 University of Maryland eastern shore City , State

Basketball Â Athletic Scholarship

Coursework in Exercise Science and Nutrition Science

AttendedÂ Stanford,UCLA Fitness Camp

Played on softball team

Skills

Android, Associate, Billing, Blackberry, Collection, Collections, Collections/customer Service, Credit, Customer Service, Excel, Forklift, Fulfillment, Increase, Ipad, Iphone, Mobile Devices, Networking, Outbound Calls, Outlook, Payments, Printing, Product Manager, Publisher, Receptionist, Retail Sales, Telephone, Usb, Wireless, Word, Increased Sales, Inventory, Merchandising, Monthly Sales, Retail, Retail Marketing, Sales, Sales Manager, Sales Of, Sales Quotas, Training