CUSTOMER SERVICE REPRESENTATIVE

Summary

Talented Computer User Support Specialist with a knack for finding solutions quickly and exceeding customer expectations. Seeking to bring 15 years experience resolving complex software and hardware issues to a fast-paced tech environment.

Highlights

- BS; Computer Information Systems
- Technical help desk experience
- Troubleshooting proficiency
- Windows and Mac OS
- Excellent problem solver
- MS Office proficient
- Customer service-oriented
- Strong communication and training skills

Relevant Experience

- Exceeded company expectations by maintaining client accounts due to extensive technical troubleshooting and customer service skills.
- Collaborated with a development team to troubleshoot the product design and implement enhancements for the third product roll out which resulted in an 25% increase in revenue.
- Successfully trained 20 new employees on the software and hardware changes of the companies newly designed medical device.

Experience

Customer Service Representative Aug 2015 to Oct 2015
Petco - Massapequa , NY

- Provides customer service medical support to J&J employees.
- Handles a large volume of phone calls, chat and emails.
- Creates and manages work flows using Lotus Notes and CS Pro.
- Researches, resolves and followed up on customer issues.

Customer Service IT Support Sep 2013 to Dec 2014
Cognizant Technology Solutions - Wilton , CT

- Conducted IT support for users regarding computer software and hardware operations.
- Installed and performed repairs to hardware, software, peripheral equipment and network connectivity within a Mac OS environment.
- Worked with product designers and product managers to design user interactions in applications.
- Fixed bugs when encountered during testing for software protocols and customer interface GUI.
- Developed training materials and maintained knowledge base for customer support.

Web Designer/Owner Sep 2004 to Aug 2013
Premium WebVisions - Entrepreneurial Endeavors - City , STATE

- Provided business proposals for potential customers.
- Designed and maintained websites of individual and small businesses.

Technical Support Sep 2003 to Aug 2004
Hallmark Inc - City , STATE

- Provided phone support for calls generated by customers (e.g., Lotus Notes, MS Office, Account resets/unlocks, software installations)
- Troubleshot Radio Frequency equipment for clients on location with Hallmark laptops.
- Provided Lotus Notes administration for traveling Hallmark clients and those within the building.
- Answered user inquiries regarding computer software and hardware operation.
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Provided desktop support for Hallmark employees.

Domino Administrator / Application Developer Feb 2001 to Dec 2002
Fiserv, Inc - City , STATE

- Performed upgrades and maintenance for Lotus Domino R5/R6 servers.
- Created and tested new applications prior to them going into production.
- Supported and upgraded lotus notes on client machines.
- Troubleshot and supported critical company work flow applications.
- Maintained internal and external mail routing issues domestically and internationally.
- Created and supported lotus notes Quick place intranet web pages.
- Conducted design and code reviews to share knowledge with development team.
- Supervised the help desk concerning Network and Notes issues.

Lotus Notes Administrator Jul 2000 to Feb 2001
First Data Merchant Service - City , STATE

- Technically supporting over 6000 users concerning notes, windows 2000 and network issues.
- Consolidated servers and server cleanup process.
- Migrated users to new servers using Server Administrator Plus.
- Responsible for SMTPMTA routing of mail issues.
- Responded to customer service emails in a timely and effective manner.

Lotus Notes Administrator / Developer Jun 1998 to Jun 2000
Harcourt Brace Company - City , STATE

- Maintained Lotus Domino 4.5 / 4.6x / R5 servers including upgrades, maintenance, new users (adding, editing, deleting) and system policies.
- Provided Domestic/International support for 1500+ end users.
- Performed classroom training for end-users on various uses of Notes.
- Implemented three major lotus notes migration projects (US / Canada / London).
- Developed and designed administration databases for all backup administrators.
- Supervised and trained the help desk on notes procedures.

Software Technician Specialist / Trainer Feb 1997 to Jun 1998
Alpha Data Systems - City , STATE

- Analyzed and troubleshot customer software and hardware.
- Conducted classroom training for customers domestically/internationally.
- Supported Win95, AIMS accounting package.
- Supplied support for peer-to-peer and server NT 4.0 networks.
- Maintained files, data and backups for customer systems via the modem.
- Assisted in writing the manual for one of the companies software application.
- Employee of the month twice in nine months (October 97/ May 98).

Education
BA , Computer Information Systems Saginaw Valley State University - City , State

Computer Information Systems

Skills

IT support, help desk, customer service, MS Office, windows (XP, Vista, 7, 8), software training, salesforce.