Melissa Zepeda

Service Desk Technician

SUMMARY

Highly motivated technician with strong communication skills who can effectively multitask and manage changing priorities. Extensive expertise in IT and customer support. Experienced in web and code design, development, and maintenance.

WORK EXPERIENCE

Service Desk Technician at Chicago Cubs | Chicago, IL

March 2023 — Present

- Participates in the imaging, deployment, life-cycle maintenance, inventory, monitoring, and support of all IT Service Desk systems - hardware & software.
- Aligns and prioritizes work based on key performance indicators (KPIs) against SLAs for the Service Desk team
- Responds to all Service Desk tickets, phone calls, emails, and system generated alerts in a timely manner, both during and after hours.
- Conducts basic network troubleshooting and diagnostics, including tracing ports back to the switch and Wi-Fi signal metrics
- Sets up and supports audio-visual equipment in both conference room and larger presentation settings

Customer Service Analyst at City of San Antonio | San Antonio, TX

March 2022 — March 2023

- Respond to support requests via multiple sources, including phone and e-mail. Enter call data into the tracking system.
- Interact with customers in a courteous and professional manner. Diagnose customer problems using checklists, previous experience, and training.
- Document problem status and resolutions. Perform root cause analysis and develop checklists for typical problems. Assist second-level systems and programming teams, as needed.
- Identify recurring and potential problems. Recommend ideas for improving queue time, abandoned call rates, and first contact resolution.

At Home Advisor at Apple, Inc. | Remote

Previously: Technical Expert, Technical Specialist

September 2014 — August 2020

- Employed expert problem solving and communication skills both as an at-home advisor and in store technician. Presented product and service solutions in a timely manner to achieve individual and team productivity goals. Accepted inbound calls and accurately recorded the customer and device information by utilizing Apple's call management and ticket system.
- Maintained a 90% customer satisfaction rate while working remotely. While in store, maintained a 95% customer satisfaction rate. Conducted in-store hardware repairs with a 98% success rate and a 97% on-time rate.

VOLUNTEERING

48in48 | Remote | casasito.org

April 2022

Collaborated with a small team of volunteers to create a new website for a non-profit organization within 48 hours. Provided WordPress and Beaver Builder support.

CONTACT

630.747.0438

zpdmelissa@gmail.com

melissazpd.com

github.com/melissazpd

linkedin.com/in/melissazpd

@_melissazpd

SKILLS

Azure AD

RemedyIT / Salesforce

BeyondTrust

SAP

CISCO / Mitel

VMWare

HTML

CSS

JavaScript

WordPress

Creative Cloud

Spanish

EDUCATION

The Ohio State University
2010 - 2014
Major: Comparative Studies

Western Governors University
2018 - 2022
Major: Computer Science

CERTIFICATIONS

CompTIA Project+ Certification

CIW Site Development Associate

ITIL Foundation Certificate in IT Service Management