

MELISSA ZEPEDA

PERSONAL PROFILE

Technical support specialist looking to leverage over 5 years of customer service experience to quickly learn and grow in a developer role.

Strong communication skills combined with the ability to effectively multitask and manage changing priorities to meet business needs.

A highly motivated self-starter who is committed to making a positive impact in a new career.

CONTACT DETAILS

Phone: 630-747-0438

Email: zpdmelissa@gmail.com

TECHNICAL SKILLS

Fluent in English and Spanish

Adobe Software: InDesign, Photoshop, Lightroom

Microsoft Office & iWork Suite

macOS, iOS, WindowsOS

Salesforce

SQL

HTML & CSS

Java

JavaScript

CERTIFICATIONS

- CompTIA Project+ Certification
- CIW Site Development Associate
- ITIL Foundation Certificate in IT Service Management
- Smartsheet Product Certified User
- Apple Certified iOS Technician

EXPERIENCE

APPLE, INC.

At Home Advisor, Remote

2020

Technical Expert, Schaumburg IL

2018 - 2020

Technical Specialist, San Antonio TX

2017 - 2018

Product Specialist, Schaumburg IL

2014 - 2016

- Employed expert problem solving and communication skills as an at-home advisor. 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.
- Identified customer needs while completing troubleshooting on their devices. Presented product and service solutions in a timely manner to achieve individual and team productivity goals. Maintained a 95% customer satisfaction rate while in-store.
- Conducted in-store hardware repairs with a 98% success rate and a 97% on-time rate.
- Maintained up-to-date knowledge on Apple products, service guides, training, and emerging issues to better assist customers with concerns, questions, and general education.
- Assisted the administrative team with their daily tasks to ensure team efficiency, including sending devices to the repair facility, calling customers about repairs, making sure repairs are on track to be on time for customers.

LOGISTICARE

Bilingual Customer Service Representative, Austin TX

2017

- Efficiently and accurately enter all customer service requests into the data management system while meeting individual time goals.
- Performing all gatekeeping functions related to trip authorization, including analyzing the dates and facility addresses provided by customers.

STARBUCKS

Barista, Round Rock TX

2016 - 2017

- Provide exceptional customer service while simultaneously handcrafting quality beverages and following Food and Safety Guidelines
- Recognized as 'Partner of the Quarter' by my peers for outstanding performance and team work.

ACADEMIC HISTORY

WESTERN GOVERNORS UNIVERSITY

Bachelor of Computer Science

2018 - 2021