

# Natasha Johnson

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## Career Highlights

- Summit Council Award nominee 3 months after joining Elevations Credit Union (ECU)
- Worked with Sales to hybridize Customer Support with Customer Success at Accurrence
- Created training curriculum /content that expedited training from 6 weeks to 3 at IBM

## Professional Experience

- 5+ years' in post-sales and customer support for B2B clients/users
- Diagnosed and solved SaaS issues in 9 minutes or less at IBM, SAIC, Accurrence, ECU
- Wrote training, technical, and onboarding documentation at IBM, SAIC, and Accurrence
- Managed and delivered training for a team of 30-40 people at IBM
- Onboarded 1-8 new-hires on a monthly basis at IBM
- Increased client setup from 2 to 20 per week at Accurrence
- Delivered onboarding and sales demos 1-5 times per week at Accurrence
- Maintained an average of 50-60 call per day at IBM, SAIC, Accurrence, and ECU
- Average monthly CSAT score 95% or better at ECU

## Soft Skills

- Strong writing and communication skills
- Creative problem-solving driven by intellectual curiosity
- Practice of Agile methodology
- Research and analytical skills
- Adaptive collaboration with a focus in diversity and inclusion
- Empathetic champion and evangelizer for customer concerns

## Software Exposure

- |                        |                        |                |
|------------------------|------------------------|----------------|
| • Salesforce Lightning | • Office 365           | • Google Suite |
| • Windows 10           | • MS Office Suite 2016 | • RingCentral  |
| • Trello               | • Slack                | • Mac OS X     |
| • VOIP Phone Systems   | • Cisco WebEx          | • Zoom         |
| • Android OS           | • Apple/iOS            | • LINQPad      |

## Employment

<b>Elevations Credit Union, Broomfield, CO:</b> Member Solutions Guide	2019-Present
<b>Accurrence, Louisville, CO:</b> Customer Support Specialist I	2018-2019
<b>Level 3 Communications, Broomfield, CO:</b> Customer Care Specialist I	2017
<b>Day &amp; Zimmermann, Broomfield, CO:</b> Technical Support Specialist I	2016
<b>IBM, Boulder, CO:</b>	2012-2015
Training Coordinator (CSR/SME)	
Trainer	
Technical Support Specialist I	

## Education

<b>Naropa University - Boulder, CO</b>	2011-2012
Attended the Jack Kerouac School of Disembodied Poetics' MFA in Creative Writing & Poetics program	
<b>Webster University - St. Louis, MO</b>	2002-2008
Baccalaureate of Arts Degree in English with an Emphasis in Creative Writing	
Minor in Secondary Education	