

# Otavius Whitehead

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## Education

Nucamp Backend, SQL, & DevOps

Completion Date: June 12, 2023

## Professional Experience

### **Asurion - Atlanta, Georgia Repair Technician - February 2024 - current**

- Diagnose and repair issues with products provided by apple or samsung, such as audio equipment or other electronic devices. This may involve troubleshooting, replacing faulty components, and performing necessary calibrations. Resulting in 100% repair rate.
- Interact with customers to really understand their pain points, provide updates on repair status, and ensure satisfaction with the repair services. Also provide helpful tips on better care of their device
- Manage and order parts and tools needed for repairs, ensuring that the repair shop is well-stocked.
- Offer guidance on product use, maintenance, and troubleshooting to customers, while working from home using AT&T proprietary software and asurion own software to communicate with customers who are either activating a new device or filing a claim.

### ***CarMax -Atlanta, Georgia Customer Experience Consult - July 10, 2023 - February 2024***

- Provided exceptional customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Managed a high-volume of incoming customer calls, emails, and chats in a timely and professional manner.
- Demonstrates a deep understanding of the company's products/services, policies, and procedures to assist customers effectively.

### ***Ingles-Norcross GA-Assistant Manager - January 2018 - June 2023***

- Assisted in processing orders, returns, and exchanges, ensuring accuracy and efficiency.
- Collaborated with cross-functional teams, including sales, technical support, and shippings, to resolve complex customer issues.
- Actively listened to customer feedback and concerns, and relayed this information to the appropriate departments for product/services improvements.