

Patrick J. Petro

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Employment Experience

CONNECTICUT ONLINE COMPUTER CENTER - SOUTHTON, CT

SR. CUSTOMER SUPPORT COORDINATOR

FEBRUARY 2019 - PRESENT

- Review and resolve high priority cases.
- Research escalated inquiries using SQL.
- Delegate open cases to employees based on priority, knowledge, and access levels.
- Use SharePoint to direct internal communications to entry level employees.
- Coordinate training sessions with internal staff and new hires.
- Develop and update procedures to improve efficiency.
- Document detailed research results in CRM.

CONFIGURATION ANALYST

JANUARY 2018 - FEBRUARY 2019

- Assisted clients with publishing advertising campaigns on online banking sites.
- Used SQL to research support inquiries pertaining to errors.
- Investigated and implemented production solutions to minimize technical errors.
- Provided documentation and analysis of issues using CRM before escalating to proper departments (if needed).
- Reviewed and tested enhancements for bug fixes before launching updates to clients' sites.
- Deployed new and updated configuration settings during system upgrades.
- Created and researched security solutions across multiple sites using RSA security platforms.
- Implemented custom requests and features during conversions for new and existing clients.
- Updated online banking sites pertaining to user interface appearance and performance using HTML, CSS, and JavaScript.

CUSTOMER SUPPORT COORDINATOR

JANUARY 2017 - JANUARY 2018

- Effectively undertook client's and end users' inbound calls and messages regarding online banking systems and procedures.
- Resolved inquiries regarding account security, platform features, and navigation.
- Collaborated with members of other teams to research and resolve reported issues.
- Communicated call interactions via CRM, noting reported issues and resolutions.
- Continued professional development, building experience in configuration analysis and program implementation to determine best practices for deployment of new process updates.

Additional

- HTML5
- CSS3
- Bootstrap
- Foundation
- Javascript
 - ES5
 - ES6
- JQuery
- SQL
- CRM
- Wix
- SharePoint
- Microsoft Office:
 - Word
 - Excel
 - PowerPoint

Professional Development Experience

CONNECTICUT ONLINE COMPUTER CENTER - SOUTHTON, CT

INTERNSHIP

JUNE 2016 - JANUARY 2017

- Sought out thorough background education to better understand the foundations of the finance and banking industries.
- Learned banking industry structure, logistics and operations.
- Assisted inbound call inquiries regarding to registering, accessing, and navigating online banking profiles.

MEREDITH CORPORATION - WFSB TV - 3 (CBS AFFILIATE) - ROCKY HILL, CT

INTERNSHIP

SUMMER 2014

- Continued experience and education in television broadcast equipment including satellite trucks, cameras, teleprompters, iNews, etc.
- Edited unaired news packages using Avid NewsCutter.
- Assisted production of *Better Connecticut* and *Science Saturday* daytime and weekend television programs.

91.7 WHUS RADIO STATION - STORRS, CT

DJ & HOST

SUMMER 2014

- Hosted *Rhythm Management*, broadcasted via University of Connecticut owned station.
- Screened and edited over 14 hours of music using Adobe Audition.
- Gained technical experience using soundboards, consoles and various radio hardware.
- Created and broadcasted music playlists for over 32,000 UCONN students and surrounding Storrs broadcast area.

Education

UNIVERSITY OF CONNECTICUT - STORRS, CT

MAY 2016

- B.A. - Communication

UNIVERSITY OF CONNECTICUT - HARTFORD, CT

ANTICIPATED 2020

- Certificate - Web Development & Programming