

PAUL OLIVER

VIRGINIA

[PAUL4OLIVER.GITHUB.IO](https://paul4oliver.github.io)

Experience

Customer Support Supervisor, Ingenio

December 2018 – October 2019

- Provided daily direction, communication, and supervision to a customer support team of 12 specialists to meet Service Level Agreements and ensure customers satisfaction.
- Established and created documentation of work procedures and processes that supported organizational standards and facilitated training.
- Maintained key performance indicators for call center operations by collecting, analyzing, and reporting data trends using Tableau.
- Responded to and resolved escalations and tier I technical support inquiries.
- Collaborated with other department to improve the customer experience through the development of new features and a mobile application in an agile team.
- Partnered with the Community Manager to create webinars that educated users on changes to the platforms and best practices to enhance their experience.

Customer Support Specialist, Ingenio

August 2017 – December 2018

- Used Salesforce to respond to customer inquiries by phone and email in a timely and professional way.
- Identified customer needs and helped customers use specific features.
- Updated account information, updated payment methods, and processed payments.
- Helped troubleshoot technical problems, reported platform bugs using Jira, and provided customer insight using dedicated feedback channels.
- Updated internal knowledge base with information about resolutions to common technical issues and customer service best practices.
- Monitored customer complaints in forums and reached out to affected users to provide effective resolution.
- Proactively informed customers about new platform features and functionality.
- Followed up with customers to ensure their technical issues were resolved.
- Gathered and shared feedback with the product team, marketing, and business executives by creating and leading a monthly Voice of the Customer meeting.

Front Desk Agent, Hotel Shattuck Plaza

March 2017 – May 2017

- Provided outstanding daily customer service and professionalism to guests in-person, over the phone, and by email.
- Assisted with the check-in and check-out of guests and groups.
- Registered and assigned rooms to guests.
- Maintained an inventory of vacancies, reservations, and room assignments.
- Provided quotes for room rates and upsold whenever possible.
- Answered reservation calls and general inquiries relating to hotel services, room amenities, and nearby attractions.
- Handled guests concerns and complaints with empathy and promptly responded to requests.
- Adjusted errors and corrected discrepancies on guest accounts.
- Communicated with and assisted other departments to fulfill guest needs.

Education

August 2020 – Present

Bachelor of Science, Computer Science

Southern New Hampshire University

- GPA 4.0, 2021-22 President's List

- National Society of Leadership and Success

- Alpha Sigma Lambda

Skills

Communication

Critical Thinking

Problem Solving

Customer Service

Leadership

Microsoft Office

Optimism

Software Troubleshooting

Data Analysis