

Isabelle Grant

Junior Technical Account Manager

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Professional Summary

Junior Technical Account Manager with 2 years of experience supporting clients, managing technical queries, and assisting with onboarding and troubleshooting of complex software solutions.

Skills

Customer Support, Technical Troubleshooting, Client Onboarding, Software Solutions, Cross-Functional Collaboration, Escalation Management, Documentation, JIRA, Client Training, Communication

Experience

Technical Account Coordinator - DigitalWave Solutions (2023 - Present)

- Assisted technical account managers with onboarding new clients.
- Provided product demonstrations and support for clients using SaaS solutions.
- Handled basic technical issues and escalated complex cases to senior TAMs.

Support Engineer - InnoTech Solutions (2022 - 2023)

- Managed incoming support tickets and resolved customer issues regarding product functionality.
- Collaborated with product and engineering teams to troubleshoot software bugs.

Education

B.S. in Information Systems, University of Texas, 2022