**Rachel Seals**

**790 Bentley Dr, #1**

**Marion, IA 52302**

**(C) 319-573-1311**

**(E) rach.e.seals@outlook.com**

**Summary**

Technical Support Representative skilled at resolving complex issues quickly and effectively while building good rapport with internal and external customers

**Skills**

*Customer Service*

Troubleshoot technical issues and assist with service issues for internal and external customers

*Computer & Internet Proficiencies*

Intermediate knowledge of multiple web programming languages including HTML, CSS, JavaScript, and JQuery.

Functional knowledge of SQL, Database structures, PHP, Java, Content Management Systems, programming logic, Active Directory, Okta SSO.

Advanced experience with ServiceNow, ESmart, Salesforce, Gladly, Avaya, Microsoft Office Suite, Adobe Photoshop, and technical writing

End-user application and web troubleshooting; open communication with engineers for collection and analysis of relevant data for a quicker resolution.

**Work Experience**

12/2014 - Current **Nordstrom** －Cedar Rapids, IA

**Tech Support Specialist – Technician 2**

Assist customers and coworkers with resolving issues affecting Nordstrom.com and internal systems. Train and mentor new End User Support agents. Develop and write procedural documentation for use by multiple End User Support teams.

05/2014 - 12/2014 **Nordstrom** －Cedar Rapids, IA

**Customer Care Specialist**

Assist customers with placing orders, resolving simple issues, and answering general inquiries.

05/2013 - 05/2014 **Pioneer Park** －Lone Tree, IA

**Certified Nurse Aide**

Assist residents with day to day activities such as dressing, bathing, walking, and eating while maintaining a safe and clean work/living environment.

**Education**

09/2010 - 05/2015 **Kirkwood Community College**

Associate of Applied Science – Web Technologies