




# RICHARD ROSE II


## TECHNICAL SUPPORT SUPERVISOR(SEEKING DATA ANALYTICS ROLE)

### CONTACT

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 Fort Worth, TX

### SUMMARY

Professional with 9 years of experience in the tech industry, adept at transforming data into actionable insights. Skilled in data-driven decision-making, process optimization, and leveraging strong communication skills to enhance operational efficiency and customer satisfaction.

### KEY SKILLS

- Data Aggregation
- Data Ethics
- Problem Solving
- Microsoft Excel
- Data-Driven Decision Making
- Operating systems (e.g., Windows, macOS, Linux)
- Hardware and software troubleshooting

### CERTIFICATE

#### Google Data Analytics Certificate



November 2023



[Google Data Analytics Certificate](#)

#### Data Analytics Portfolio



[Portfolio Link](#)



[GitHub Project Link](#)

### WORK EXPERIENCE

#### Technical Support Supervisor

Nextlink Internet

April 2023 - Present

- Led a team of Technical Support Specialists, ensuring efficient operations and optimal performance.
- Supported Technical Support Leadership with data-driven insights to enhance decision-making.
- Delegated tasks and mentored Tech Support Agents, focusing on performance metrics and continuous improvement.
- Analyzed call center data to optimize processes, allocate resources effectively, and increase efficiency.
- Prepared detailed reports to identify trends, improve workflows, and enhance customer satisfaction through data analysis.

#### Technical Chat Support Lead

Nextlink Internet

August 2022 - April 2023 (8 Months)

- Coordinates daily operations for Chat Support Team
- Provides coaching, oversight, and training for team members
- Manages ticket handling process for team
- Conducts semi-monthly/monthly Key Performance Indicators(KPIs)
- Provides team with technical support and customer support as needed

#### Technical Chat Support Specialist

Nextlink Internet

March 2021 - August 2022 (1 Year 6 Months)

- Troubleshoot inbound support emails, chats, and create issue tickets
- Implement transfer of internet services from one location to another
- Provide high-quality customer service to ensure customer satisfaction

#### Help Desk Specialist

Louisiana Tech University

June 2020 - February 2021 (9 months)

- Performed remote sessions with teachers and staff to resolve computer problems
- Erased hard drives and imaged computers
- Diagnosed computer issues via phone

### EDUCATION

#### Louisiana Tech University

2016-2021