

# SAHARA TIJOL

LinkedIn: [www.linkedin.com/in/stijol](https://www.linkedin.com/in/stijol)  
210-508-7155 | saharatijoll@gmail.com

---

## TECHNICAL SUPPORT | HELP DESK TECHNICIAN | TECHNICAL ANALYST

Dedicated and highly motivated professional with extensive experience delivering outstanding customer service across technology, aviation, and healthcare industries. Able to analyze complex situations and ensure prompt resolutions resulting in a measurable increase in productivity. Proactive, energetic, and a master troubleshooter with a sharp focus on developing and implementing process improvements to drive company growth and technical innovation. Excellent interpersonal and communication skills, a strong work ethic, and the ability to effectively handle pressure without compromising quality service.

- |                                  |                       |                              |
|----------------------------------|-----------------------|------------------------------|
| ✓ Exceptional Customer Service   | ✓ Conflict Resolution | ✓ Policy and Procedures      |
| ✓ Excellent Interpersonal Skills | ✓ Detail Oriented     | ✓ Microsoft Office Suite     |
| ✓ Highly Organized               | ✓ Leadership          | ✓ Tech Savvy                 |
| ✓ Solution Focused               | ✓ Safety              | ✓ Great Communication Skills |
| ✓ Contingency Planner            | ✓ Time Management     | ✓ Troubleshooting            |

---

### SELECTED HIGHLIGHTS

- Provides exceptional customer service while supporting end-users globally across multiple communication platforms as Technical Support Representative with BigCommerce.
- Improves end-user efficiency by increasing instances of first contact resolution and proactively onboarding and advising customers on software best practices.
- Selected to train and mentor new employees and peers to build their expertise using core systems and identify workarounds to help customers achieve functional goals.
- Commended for ability to resolve problems when first reported, avoiding escalation or life-threatening mishaps as Aircrew Survival Equipmentman with the United States Navy.
- Cultivated positive relationships with clients and colleagues, leveraging excellent communication skills to converse with clarity and diplomacy to individuals from diverse backgrounds and expertise.

---

### PROFESSIONAL EXPERIENCE

#### **BIGCOMMERCE (INSPERITY) | AUSTIN, TX | 2019**

##### **Technical Support Representative (e-Commerce platform)**

- Provided exceptional customer service while supporting more than 400+ end-users per week, ensuring quick and successful problem resolution by phone, email, and real-time support chat interface for clients around the world.
- Improved end-user efficiency by increasing instances of first-contact resolution and proactively onboarding and advising customers on eCommerce best practices.
- Collaborated with development team to formulate and document solutions, continuously improving product software and end-user experience.
- Documents troubleshooting steps and provides information to 2nd level support when needed.

#### **STARBUCKS | AUSTIN, TX | 2018 TO 2019**

##### **Barista**

- Provided exceptional, personalized customer service while preparing, mixing, and serving personalized beverages with extreme attention to detail and accuracy.
- Respond to customer inquiries and resolve any concerns to ensure continued loyalty.

- Worked within a cohesive team to ensure high-volume location was functioning at top productivity daily.

#### **H-E-B SUPERMARKET | AUSTIN, TX | 2017**

##### **Food Service Representative – Deli Department**

- Provided outstanding customer service while fulfilling counter and phone orders and answering customer inquiries.
- Upheld all food safety and sanitation standards while producing daily inventory of freshly-prepared products.
- Maintained foodservice equipment and upheld safety protocols while operating equipment.

#### **UNITED STATES NAVY | LEMOORE, CA | 2012 TO 2016**

##### **Aircrew Survival Equipmentman**

- Responsible for keeping parachutes, life rafts, personal flight gear, and other aviation survival gear in proper working condition.
- Commended by supervisor for the ability to resolve problems when first reported, avoiding escalation or life-threatening mishaps.
- Chosen to mentor and train newly recruited sailors to enhance work center productivity and mission readiness.
- Performed quality checks, tested, and repaired pilot survival gear both before and after flight operations.
- Conducted daily inspections/maintenance on emergency survival equipment installed aboard the aircraft.
- Reviewed and updated hazardous material inventories for aircraft and man-mount life support emergency systems.
- Collaborated with pilot and aircrew to identify needs and ensure mission success while fulfilling military protocols.

#### **PRINCETON PLACE REHABILITATION & HEALTHCARE | SAN ANTONIO, TX | 2010 TO 2011**

##### **Certified Nurse Assistant**

- Assisted residents with activities of daily living in an 82-bed long-term care facility, establishing and maintaining positive patient relationships.
- Partnered closely with nurses to report resident condition, including physical and emotional changes as observed.
- Maintained individual inventory of personal supplies for each resident, ordering and replacing as needed.

#### **EDUCATION**

ACC Software Development Bootcamp – Certificate expected May 2020  
 VetForce Salesforce Training Program – Certificate expected May 2020  
 Computer Science classes (Austin Community College) 2018  
 Aviation Life Support Technical School, United States Navy: 2014  
 Aviation Apprenticeship Career Track, United States Navy: 2012  
 Military Recruit Training, United States Navy: 2012  
 Associate's Degree – Nursing, San Antonio Community College: 2012

#### **ADDITIONAL CREDENTIALS**

##### **TECHNICAL SKILLS**

Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher) / Salesforce / Knowledge Base / G Suite / Basic SEO / HTML / CSS / Javascript / Microsoft SharePoint / Okta / Google Docs / Google Drive / Google Calendar Google Plus / DNS / SaaS