

Sarah Egendoerfer's CV

Sarah Egendoerfer

egen1310@gmail.com

EDUCATION

April 2024 - now **Business Analytics Major**

Brigham Young University - Idaho

Minor in Spanish

4.0 GPA

BYUI 4-Year Merit Scholarship 2024-2028

WORK EXPERIENCE

July 2024 - now **IT Service Desk Analyst** *Brigham Young University - Idaho*

Provide technical support over phone and chats by listening actively to customer concerns, demonstrating understanding, and providing solutions in a calm, compassionate manner

Manage multiple tasks at once, answer calls (40 second wrap-up between calls), manage 4 chats simultaneously, and submit tickets for every interaction (created over 2000 detailed tickets in 8 months)

Managed difficult customer situations with patience, maintaining professionalism

High level of attention to detail when inputting information for caller records and service requests

Quickly learned new systems, tools, and processes (Microsoft Teams, Outlook, Word, Excel, different phone and chat systems, ticketing system, knowledge base)

January 2022 - April 2024 **Freelance tutor**

Avon, IN

Tutored in core subjects

Understood student's perspective for best teaching approach

Helped student understand questions or problems and broke them into simple steps
Highly valued applying skills in a beneficial way

VOLUNTEER EXPERIENCE

October 2022 - May 2023 **Humane Society Volunteer**

Fishers, IN

Received and carried out instructions for various duties while acting as a friendly face for guests

Annual Special Olympics Volunteer

Greenwood, IN

Acted as an athlete buddy

Cheered on athletes, recorded their scores, and provided general assistance

June 2022 Girls Camp Youth Leader

Connersville, IN

Leadership opportunity

Responsible for the girls' physical and emotional well being

SKILLS

Customer assistance and technical support

Answering calls and managing chats in high volume

Creating/updating tickets

Collaboration in team environment

Open communication with shift lead, supervisors, and other teams