Andy Sul

(425) 563-8510 | kyminsul@gmail.com | https://www.linkedin.com/in/andysul/ | [Portfolio]

Skills

- Video Production and Video Editing
- Photography
- Programs: Microsoft 365, G-Suite
- Programs (cont.): Canva, GitHub, Visual Studio Code
- Experience with: HTML5, CSS, Markdown

Employment

April 2023 - Present
Broadridge - *Client Service Representative*

- Handle and close 400 support cases a month in a timely manner to reduce client wait time
- Troubleshoot issues that clients bring up and provide solutions on how to fix their problem
- Provide instructions to teach clients on how to use certain features on products
- Document calls and emails conversations in CRM to track client communication history

February 2022 - February 2023
Lowe's - *Customer Service Associate*

- Presented information in regards to the rental contract agreement, damage protection, and possible penalties to customers
- Instructed customers on safety procedure and how to operate the tool they rented
- Managed, organized, checked out and analyzed tool rentals through ticketing system database to ensure they would be returned in a timely manner
- Documented any changes that occur with a tool while it's on a rental in rental software system

June 2022 - August 2022
Skilljar - *Inbound Sales Development Representative (Remote)*

- Organized and reached out to 80 prospects a day over cold calls or personalized emails to follow up marketing leads with time management
- Held meetings over phone or Zoom to communicate about their challenges the prospect and their company were having. Listened and asked questions to understand their goals and consequences.
- Collaborated with marketing to provide feedback and assess/update MQL(s) processes for better efficiency to flip leads into meetings
- Researched and prospected companies to understand who they are, and to personalize outreach
- Coordinated schedules between customers and account executives to schedule meetings

Education and Professional Development

August 2023
University of Washington (Seattle, WA)
Certificate in Professional Technical Writing

- Professional Continuing Education (PCE) program that covers concepts and applications of technical writing

June 2021
University of Washington (Seattle, WA)
Bachelor of Arts in English - Creative Writing

Certificates

- Professional Technical Writing - University of Washington
- Responsive Web Design (HTML and CSS) - freeCodeCamp
- Learn API Technical Writing 2: REST for Writers - Udemy
- Learn API Technical Writing: JSON and XML - Udemy