

Amante McClain

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WORK EXPERIENCE

Comcast/Xfinity

Aug. 2019 – Apr. 2020

Technical Support Agent (Repair)

Enfield, CT

- Served as a Technical Agent within an inbound call center providing support for Xfinity equipment as well as minimal support for third party equipment such as Windows, Apple, and Android devices over the phone.
 - Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Excel within service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
- Researched issues on various computer systems and databases to resolve complaints, answer inquiries, and outline solutions.
- Handled customer requests for payments, activation's, upgrades, and other services.
- Maintain composure and patience in face of difficult customer situations.

FedEx Office

Jun. 2018 – Mar. 2019

Hospitality Parcel Specialist

Springfield, MA

- Provides an outstanding customer service experience by using consultative skills to anticipate customer needs, suggest alternatives, and find solutions to meet customer needs.
- Maintain log of all incoming and outgoing parcels, prepare parcels for pickup by delivery drivers, and sort incoming parcels.
- Operate office machines such as high-speed business photocopiers, reader/scanners, addressing machines, stencil cutting machines, microfilm reader/printers, folding and inserting, bursting and binder machines.
- Performing administrative duties, including bidding, ordering supplies and inventory control.

Cumberland Farms

Mar. 2017 – Jun. 2018

Customer Service Associate

Springfield, MA

- Earned the title of shift leader within less than six months of employment by making connections and building rapport with customers, as well as coordinating with supervisors to implement ideas that increased productivity.
- Responsible for the training of new employees, along with being their point of contact when an issue arises.
- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.

EDUCATION

HS of Science and Technology

Jun, 2015

High School Diploma

Springfield, MA

- Spent four years in the JROTC and held multiple leadership roles throughout high school.
- Held a position in student council for two years.

SKILLS & INTERESTS

- **Skills:** JavaScript, HTML, CSS, SCSS, troubleshooting, shipping, inventory management, public speaking
- **Interests:** Web Development, video game development, piano, 3d modeling, video production, building computers, cooking.