

# Elishah J. Policape

Innovative and detail-oriented technical support specialist with over five years of experience. Adept at data configuration, resolving technical issues, and changing processes in fast-paced environments. Expertise at setting, meeting, and exceeding strategic goals, including employee engagement and retention metrics.

Waltham, MA  
(781) 330-3330  
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## EXPERIENCE

### **ERT**, Boston, MA — *Lead Technical Support Specialist*

August 2017 - January 2020

- \* Perform diagnostics and troubleshooting of system issues for 25-50 customers daily.
- \* Accurately document and monitor help desk tickets/resolutions for compliance and auditing.
- \* Provide high level customer support resolving issues and handling escalated complaints with 98% average on call coaching assessments.
- \* Cross functionally collaborates with internal and external partners to review and investigate data trends.
- \* Lead daily shift meetings about the team performance and day to day departmental updates.
- \* Provide technical assistance, ongoing training, and professional development opportunities by evaluating quality assurance metrics and auditing.
- \* Utilize data trends to identify system process gaps to prevent future recurrences and make recommendations to upper management.
- \* Serves as project manager on special team projects.

### **Simplisafe**, Boston, MA — *Sales Technician*

August 2015 - August 2017

- \* Provided technical expertise and subject matter expert level assistance to consumers purchasing security systems.
- \* Evaluated customers' potential product needs while identifying additional sales opportunities.
- \* Increased departmental sales goals by 46%, leading my team in sales and retention metrics.
- \* Composed detailed call reports, territory sales plans and forecasts in order to assist in sales.
- \* Installed security software for new and existing customers.

## JOB SKILLS

- Adapting & Coping Change
- Analyze Theoretical Observational & Experimental Data
- Apply Meteorology Principles
- Apply Research Methodology To Science
- Compile & Keep Work-Related Records
- Maintaining Interpersonal Relationships
- Maintain Social Trend Awareness
- Maintaining Professionalism
- Research Policies & Procedures for Climate or Environmental Resolution
- Solving Problems & Critical Thinking
- Use Physical Science Research Techniques
- Use Quantitative Research Methods
- Use Statistics In Physical Science/Geological Research

## COMPUTER SKILLS

- Test/Troubleshoot Computer Programs/Systems
- Implement Computer System Changes
- Use Presentation Software
- Use Spreadsheet Software
- Use Word Processing Software

**212 Consulting, Wellesley, MA — Account Manager**

May 2013 - October 2014

- \* Developed marketing materials for Essex and Middlesex county special projects.
- \* Communicated the progress of monthly/quarterly initiatives to internal and external stakeholders.
- \* Forecast and track key account metrics.
- \* Provide new employee onboarding, training, and mentoring.
- \* Collaborated with key stakeholders to develop business strategies that meet organizational goals.
- \* Overhauled client onboarding processes, which improved client engagement by 25%

**City of Lowell, Lowell, MA — Technical Assistant**

September 2012- May 2013

- \* Communicated with all levels of management to test both hardware and software products for ease of use.
- \* Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- \* Collaborated with peers to promote effective data and technology resource management.
- \* Completed appropriate paperwork, documentation, and system entry.

**EDUCATION**

**University of Massachusetts, Lowell, MA**

Enrolled Sept. 2010 - May 2013

*Enrolled in Bachelor of Science in Environmental, Earth, and Atmospheric Sciences.*

**Massasoit Community College, Brockton, MA**

Completed Sept. 2008 - June 2010

*Completed Liberal Arts Associate's Degree*