

Tiffany Baker

Product Support Representative III

UKG, August 2018 - Present

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PROFESSIONAL EXPERIENCE

Product Support Representative III

UKG | Atlanta | January 2022–Present

- Deliver timely solutions to customers while maintaining customer satisfaction
- Effectively assess technical situations and establish case priorities/severities in accordance with their service level agreement
- Analyze customer configuration and effectively use internal and external resources such as knowledgebases, user/admin manuals, and internet resources to troubleshoot the problem
- Manage case-load in adherence to departmental goals/policies
- Effectively manage cases through multiple channels while documenting precise troubleshooting and customer interaction details
- Work individually and with a team to solve technical problems while communicating trending issues and best practices
- Make the customer feel known and understood by reviewing case history to assure familiarity with the system environment

Services and Support Associate II

UKG | Atlanta | August 2018–January 2022

- Displayed flexibility throughout the organization working various technical projects
- Collaborated with development teams to instrument code for manual and/or automated testing
- Diagnose and troubleshoot user and system issues including data errors and integration issues. Ensure accuracy, integrity, and security of data through the enforcement of procedures and standards and proper security role assignment.
- Ran tests and monitor results using tools in application life cycle
- Reduced QA testing turnaround time by 30% with Global Services Integration, which enabled the company to take and complete more projects without increasing manpower
- Utilized SQL queries and review of interface code to identify maintenance needs
- Maintained pre-screening with IIT
- Reviewed specifications/layouts
- Reviewed SmartSheet “customer business impact” and JIRA/SF to determine if true escalation
- Worked with highly escalated customer by problem-solving/resolving issues via email or phone
- Assisted clients get more value out of UKGPro by providing in-depth support and solutions via phone, email or remote session

SKILLS

Microsoft Office Suite
Database Management
Web Browsers
Cross-Trained Mac/PC
SQL Server Management Studio
HTML
CSS
Business Intelligence (Cognos)
Java
Jarvis
Informatica
UCN
Quality Analyst
Integration Coordinator
JIRA
Confluence
Salesforce
Developer Escalation Management
Coordinator
SmartSheet
Workforce Dimensions

EDUCATION

Bachelor of Science, Computer Information Systems

Lincoln University, Jefferson City, MO

May 2018

Certifications

Crash Course on Python from Coursera

ISSUED DEC 2022

- Worked individually and with a team to solve technical problems while communicating trending issues and best practices
- Maintained customer call problem/description detail into Customer Relationship Management System
- Managed 20 cases/day, assisted 100 customers a week, 98% satisfaction
- Lead a team of 5 members sustained on data operations
- Resolved issues by making quality decisions as a Subject Matter Expert
- Developed strong relationships with customers and internal partners

Teller

Missouri Credit Union | Jefferson City | January 2018 – May 2018

- Represented the Credit Union in a courteous and professional manner
- Organized share deposits and loan payments
- Processed cash advances, cashier checks, money orders, and shared branching
- Balanced daily transactions and verifies cash totals and resolved out-of-balance conditions

Intern

Office of Administration – Equal Opportunity | Jefferson City | February 2018 – April 2018

- Assisted the team and partners to drive internal and external Diversity & Inclusion programs
- Collaborated closely with the communications team on marketing strategies
- Assisted the recruiter with event coordination and communications
- Organized presentations and materials for employee events
- Utilized Microsoft Excel heavily to streamline data in an easy to understand format
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Human Resource Assistant

Department of Agriculture | Jefferson City | May 2015 – March 2016

- Maintained all hiring processes included responding and organizing applicants and arranging interviews
- Provided secretarial support by entering, formatting, and printing information; answering the telephone; relaying messages
- Verified I-9 and legal documentation

Information Technology Intern

Office of Administration | Jefferson City | September 2016 – December 2016

- Documented and tested new software applications
- Developed applications in relation to coding and programming
- Performed other technical duties as assigned on daily basis