

SOFTWARE SUPPORT SPECIALIST

Professional Summary

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Skill Highlights

- Strong organizational skills
- Energetic work attitude
- Telephone inquiries specialist
- Customer service expert
- Telecommunication skills
- Adaptive team player
- Active listening skills
- Sharp problem solver

Work Experience

Software Support Specialist

Company Name 1/4 City , State

- Evaluated system potential by testing compatibility of new programs with existing programs.
- Maximized use of software by training users; interpreting instructions; answering questions.
- Maintained system capability by testing computer components.
- Assisted customer with installation of software and hardware.

Financial Foundations Associate

Company Name 1/4 City , State

- Acquired and applies developing knowledge of products, services, and processes.
- Recognized life events, understands member's needs and provides advice in order to deliver appropriate solutions to the member.
- Handled basic billing inquiries focusing on "One & Done" philosophy.
- Specific product knowledge includes Auto, Home, Renters, and Valuable Personal Property.
- Assisted members with their online account.

Admission Representative

Company Name 1/4 City , State

- Execute high volume of outbound phone calls.
- Contacted students with computer issues.
- Completed interview process with each prospective.
- Follow-up regularly with student until start of classes.

Associate

Company Name 1/4 City , State

- Handled inbound telephone inquiries from retirement plan participants.
- Responded to client's requested for account maintenance and balance information.
- Processed financial transactions.
- Offered appropriate products and services.
- Provided appropriate education regarding a participant's retirement plan.
- Wells Fargo Equity Direct - Customer Service Advocate Responded to complaints from customers regarding banking and financial products.
- Communicated with other departments to resolve customer issues.
- Monitored all customer inquiries and complaints and assist in effective resolution of same.
- Coordinated with customer and ensure optimal level of customer services.
- Prepared records and monitor results of customer and associate departments.
- Ensured optimal level of customer services.

Business Development Representative

Company Name 1/4 City , State

- Developed a sales training guide used during the training period for newly hired agents.
- Excellent oral and written communication skills.
- Successful development and maintenance of positive customer relationships.
- Experienced database management and web content development.
- Responsible for annual range of \$1-3M in net new business.

Branch Manager

Company Name 1/4 City , State

- Trained administrative personnel and managers in loss prevention.
- Took measures for building precaution like alarm management and camera.

- Provide necessary training to loss prevention personnel.
- Completed weekly payroll using the ADP payroll services.
- Accomplished the recruiting and staffing as required by the client.
- Took measures for equipment cost reduction and control audits.

Security Police Superintendent

Company Name i¼ City , State

- Supervised the Security Forces at Cheyenne Mountain AFS (NORAD).
- Supervised and trained all Information/Industrial Security Inspector for NORAD.
- Responsible for monitoring all emergency response exercise at NORAD.
- Ensured the safety of all base weapons, property and personnel from hostile forces.
- Directed vehicle and pedestrian traffic on base.
- Leads and organizes Security Police operations.
- Enforced standards of conduct, discipline, and adherence to laws and directives.
- Carried out Security Police on-scene commander function.
- Oversaw and evaluated unit performance.
- Developed Security Police plans, policies, procedures, and instructions.
- Assessed installation or deployed location vulnerabilities.
- Established programs, plans, and policies to protect Air Force combat capabilities.
- Developed orientation and education programs for information security.
- Developed and managed force protection and antiterrorism programs and training.

Education and Training

Bachelor of Science : Business Administration , 2015 Regis University i¼ City , State , USA

Business Administration

Skills

administrative, ADP payroll, Air Force, balance, banking, basic, billing, Excellent oral, hardware, cost reduction, client, customer services, Customer Service, database management, Equity, financial, information security, loss prevention, weapons, payroll, personnel, philosophy, camera, Police, policies, processes, recruiting, safety, sales training, staffing, telephone, phone, web content development, written communication skills