JACKSON TURNER

Client Support Administrator

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PROFESSIONAL SUMMARY

Resourceful Client Support Administrator with 5 years of experience in enhancing client satisfaction through efficient service delivery and relationship management. I specialize in addressing client needs, streamlining operations, and implementing effective solutions. Eager to utilize my communication and analytical skills to foster exceptional client experiences and contribute to organizational growth.

WORK EXPERIENCE

Client Support Administrator
Seaside Innovations

📅 Apr / 2021-Ongoing
📍 Santa Monica, CA

1. Provided comprehensive support for client inquiries, ensuring timely and effective resolution.
2. Managed client accounts, maintaining accurate records and enhancing service delivery.
3. Streamlined operational processes to improve efficiency and client satisfaction.
4. Trained staff on best practices for customer interaction and service excellence.
5. Facilitated user account creation and modifications, ensuring proper access and security.
6. Maintained compliance with information assurance and training requirements.
7. Assisted in hardware and software installations, delivering technical support to clients.

Client Support Administrator
Crescent Moon Design

📅 Apr / 2020-Apr / 2021
📍 Portland, OR

1. Documented network configurations and maintained accurate records of equipment and software.
2. Diagnosed and resolved issues with desktops, laptops, and peripheral devices.
3. Configured laptops for remote access, ensuring secure connections for users.
4. Collaborated with team members to implement efficient troubleshooting procedures.
5. Created user accounts and managed access through Active Directory.
6. Provided training to clients on software applications and troubleshooting techniques.

EDUCATION

Bachelor of Science in Information Technology
University of Florida

📅 Apr / 2019 - Apr / 2020
📍 Denver, CO

Focused on systems administration and client support strategies.

SKILLS

Data Analysis

Technical Support

Time Management

Remote Support

Database Management

INTERESTS

⭐ Surfing
🖥 Technology
👥 Blogging
📰 Puzzle Solving

STRENGTHS

🖌 Creativity ☺ Enthusiasm

🤝 Negotiation 👥 Teamwork

LANGUAGES

English   Mandarin   German

ACHIEVEMENTS

⭐ Increased client retention rates by 20% through streamlined support processes.

⭐ Successfully resolved 95% of client inquiries on the first contact.

⭐ Trained and mentored new team members, enhancing team productivity and knowledge sharing.

⭐ Successfully managed a portfolio of over 100 client accounts, ensuring timely support and follow-up.