



# AMELIA MOORE

## Customer Service Engineer

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

### SKILLS

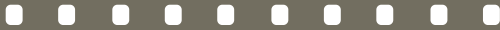
Cisco Networking



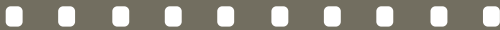
Network Monitoring



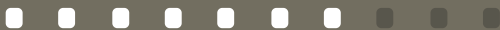
Incident Resolution



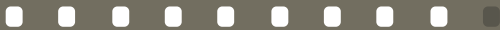
Vendor Coordination



Customer Relationship Management



Product Knowledge



### INTERESTS

★ Surfing

🌐 Martial Arts

👥 Community Service

📝 Blogging

### STRENGTHS

⌚ Patience

🏔 Perseverance

📅 Planning

⚙ Positivity

### LANGUAGES



English



Russian



French

### ACHIEVEMENTS

★ Improved customer satisfaction scores by 30% through effective incident resolution.

★ Reduced incident resolution time by 25% by implementing streamlined troubleshooting protocols.

### PROFESSIONAL SUMMARY

Dynamic Customer Service Engineer with 5 years of extensive experience in technical support and issue resolution. Demonstrates strong problem-solving skills and effective communication, ensuring customer satisfaction through timely solutions. Eager to leverage technical expertise to enhance service delivery and foster positive relationships with clients.

### WORK EXPERIENCE

#### Customer Service Engineer

📅 Apr / 2022–Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Acted as primary customer support for 535 school districts and 290 libraries, managing complex incident resolution.
2. Delivered first-contact support for all products and platforms, enhancing user experience.
3. Executed configuration changes on Cisco routers, switches, and ASA firewalls, ensuring optimal network performance.
4. Resolved data connectivity and VoIP issues, escalating to engineering teams as necessary.
5. Conducted proactive network monitoring for over 6,000 sites, notifying customers promptly of any incidents.
6. Managed vendor relationships to resolve outages quickly and efficiently.
7. Provided after-hours support, demonstrating commitment to customer service excellence.

#### Customer Service Engineer

📅 Apr / 2020–Apr / 2022

Lakeside Apparel Co

📍 Chicago, IL

1. Documented technical specifications and difficulties related to customer accounts in the Mumbai region.
2. Provided after-sales service and technical support to customers, ensuring satisfaction.
3. Oversaw machine installation, repair, and maintenance to meet service performance targets.
4. Achieved service revenue goals and managed service contracts effectively.
5. Initiated customer care activities to improve service quality and response times.
6. Resolved customer complaints proactively, enhancing overall customer experience.

### EDUCATION

#### Bachelor of Science in Information Technology

📅 Apr / 2018 – Apr / 2020

University of Phoenix

📍 Denver, CO

Focused on networking, systems administration, and customer support principles.