



# JAMES CLARK

Support Specialist

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## 💡 SKILLS

Trilingual- Spanish



English



Sign Language



Presentation Software Proficiency



## 🎯 INTERESTS

📖 DIY Projects    📖 Crafting

📖 Meditation    📖 History

## 👊 STRENGTHS

☀ Gratitude    ☀ Humility

☀ Innovation    ☀ Insightfulness

## 🗣 LANGUAGES



English  
80%



Spanish  
80%



Japanese  
80%

## 🏆 ACHIEVEMENTS

★ Implemented a new ticketing system that reduced response times by 40%.

★ Developed a knowledge base that improved team efficiency and reduced repetitive inquiries by 25%.

## 👤 PROFESSIONAL SUMMARY

Results-driven Support Specialist with a strong background in IT support and customer service. Successfully managed a high volume of support requests, achieving a resolution rate of 95% within the first contact. Expertise in utilizing ticketing systems and remote support tools to diagnose and resolve technical issues. Recognized for developing training materials that improved team performance and reduced onboarding time for new hires. Passionate about enhancing user experience and fostering positive relationships with clients.

## 💼 WORK EXPERIENCE

### Product Support Specialist

Pineapple Enterprises

📅 Dec / 2017-Ongoing

📍 Santa Monica, CA

1. Provided comprehensive support to a team of 15 agents, enhancing public relations, customer care, and compliance adherence.
2. Delivered training on in-office procedures and client management systems, optimizing sales retention and team performance.
3. Managed social media optimization and compliance for agents, ensuring adherence to company guidelines and boosting sales opportunities.
4. Facilitated training on sales processes, compliance documentation, and engagement strategies, leading to improved sales and operational quality.
5. Collaborated with project managers to implement a VOIP network, ensuring minimal downtime during critical system upgrades.
6. Organized community sales events, significantly increasing sales leads and agent visibility.
7. Coordinated with vendors and project managers to oversee the transition of office locations, ensuring seamless operations.

### Support Specialist

Crescent Moon Design

📅 Dec / 2014-Dec / 2017

📍 Portland, OR

1. Reviewed telecommunications charges for compliance and accuracy, ensuring appropriate services were billed and reported.
2. Assisted in preparing monthly reports for management, detailing call accounting and cost center allocations.
3. Managed reimbursements and billing distributions for all employees, ensuring timely and accurate processing.
4. Acted as the primary contact for employees regarding mobile services, facilitating communication between staff and vendors.

## 🎓 EDUCATION

### Bachelor of Science in Information Technology

University of California, Berkeley

📅 Dec / 2011-Dec / 2014

📍 Toronto, ON

Focused on systems analysis, customer support technologies, and project management.