



AVA DAVIS

Senior Support Supervisor

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PROFESSIONAL SUMMARY

Accomplished Senior Support Supervisor with a decade of experience in leading high-performance teams to deliver superior customer support. Expertise in optimizing operational workflows, enhancing team capabilities, and implementing effective training programs. Passionate about cultivating a culture of excellence that drives productivity and elevates customer satisfaction.

WORK EXPERIENCE

Senior Support Supervisor

Quantum Solutions LLC

📅 May / 2019-Ongoing

📍 Phoenix, AZ

1. Directed a team of support specialists to optimize customer service delivery.
2. Established clear performance goals, leveraging team strengths to maximize efficiency.
3. Implemented structured training programs to enhance staff skills and knowledge.
4. Designed and executed strategies for continuous team development and growth.
5. Monitored performance metrics and provided coaching for individual improvement.
6. Managed resource allocation to ensure alignment with operational needs.
7. Facilitated the integration of new support technologies to enhance service quality.

Support Supervisor

Silver Lake Enterprises

📅 May / 2015-May / 2019

📍 Seattle, WA

1. Oversaw daily operations of the Technical Support team, ensuring high service standards.
2. Coordinated hardware and software maintenance for efficient support operations.
3. Trained staff on advanced troubleshooting techniques and updated procedures.
4. Managed relationships with external vendors for support tools and resources.

EDUCATION

Bachelor of Science in Information Technology

University of Maryland

📅 May / 2012 - May / 2015

📍 Phoenix, AZ

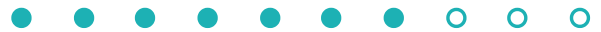
Focused on systems analysis, project management, and customer service strategies.

SKILLS

Incident Management Systems



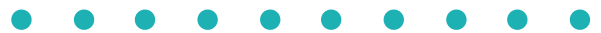
Technical Support Coordination



Process Automation



Network Troubleshooting



Process Improvement



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Italian



Russian

ACHIEVEMENTS

🌟 Increased team efficiency by 30% through the implementation of a new training program.

🌟 Achieved a 95% customer satisfaction rating by enhancing support processes.