ISABELLA CLARK

Assistant Technical Service Specialist

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PROFESSIONAL SUMMARY

Accomplished Assistant Technical Service Specialist with 10 years of extensive experience in delivering expert technical support and training. Proficient in troubleshooting complex technical issues, enhancing product utilization, and driving customer satisfaction through innovative solutions. Committed to leveraging technical expertise to optimize client performance and foster long-term relationships.

WORK EXPERIENCE

Assistant Technical Service Specialist
Seaside Innovations

🗓 Apr / 2019-Ongoing
📍 Santa Monica, CA

1. Provided expert second- and third-tier support for workstations, servers, networks, and hardware issues.
2. Ensured optimal product usage through tailored training sessions for clients.
3. Recommended system enhancements to minimize user challenges and improve efficiency.
4. Maintained up-to-date technical knowledge to deliver high-quality service.
5. Managed incoming calls with a focus on resolving billing, sales, and technical inquiries effectively.
6. Handled diverse customer issues with a strong emphasis on empathy and resolution.
7. Analyzed customer feedback to identify trends and improve service delivery.

Technical Service Specialist/Executive
Summit Peak Industries

🗓 Apr / 2015-Apr / 2019
📍 Denver, CO

1. Troubleshot mobile devices and provided technical assistance to clients, achieving high resolution rates.
2. Utilized various online tools to address issues ranging from simple configurations to complex outages.
3. Conducted follow-up calls to ensure customer satisfaction and issue resolution.
4. Documented and tracked customer interactions to enhance service quality.
5. Collaborated with cross-functional teams to resolve escalated issues promptly.
6. Developed and maintained knowledge base articles to assist team members and clients.

EDUCATION

Bachelor of Science in Information Technology
Tech University

🗓 Apr / 2012-Apr / 2015
📍 Phoenix, AZ

Focused on systems analysis, network security, and technical support methodologies.

SKILLS

Virtualization Technologies	Technical Support Software	Customer Relationship Management	Problem-solving Techniques

ACHIEVEMENTS

⭐ Successfully reduced average resolution time by 30% through streamlined troubleshooting processes.

⭐ Developed training materials that improved customer onboarding satisfaction scores by 25%.

⭐ Implemented a feedback system that enhanced service quality and customer engagement.