



MASON WILSON

Technical Support Lead

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PROFESSIONAL SUMMARY

Accomplished Technical Support Lead with 7 years of experience in managing support teams and enhancing customer service excellence. Expert in resolving complex technical challenges, optimizing support workflows, and implementing training initiatives. Dedicated to driving team performance and ensuring high-quality service delivery that meets organizational goals.

WORK EXPERIENCE

Sr. Technical Support Lead

📅 Jan / 2021-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Streamlined the automated meter reading process, ensuring timely and accurate invoicing for clients.
2. Implemented a proactive supplies management system, optimizing inventory levels and reducing costs.
3. Provided expert-level troubleshooting for escalated technical issues, enhancing customer satisfaction.
4. Represented the Technical Support Team in product development discussions, aligning support capabilities with engineering advancements.
5. Updated technical documentation to keep the support team informed of product changes.
6. Managed the installation and configuration of client systems, ensuring seamless integration with company services.
7. Developed data analysis tools that aided engineering teams in diagnosing machine issues effectively.

Sr. Technical Support Lead

📅 Jan / 2018-Jan / 2021

Crescent Moon Design

📍 Portland, OR

1. Led a team of 14 support representatives, achieving the highest performance metrics within a 30-team call center.
2. Conducted regular coaching sessions to enhance individual performance, resulting in improved metrics for over 100 daily calls.
3. Ensured first-call resolution for customer inquiries, significantly boosting overall satisfaction.
4. Provided second and third-tier support for software products across multiple operating systems.
5. Acted as the primary lead for the TASC Technical Support Group, driving initiatives for service improvement.

SKILLS

Oracle Forms Development



Business Intelligence Solutions



Oracle PL/SQL Development



Informatica ETL Processes



Technical Troubleshooting



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🗨️ Diplomacy

😊 Enthusiasm

LANGUAGES



English



Dutch



Polish

ACHIEVEMENTS

🌟 Reduced average response time by 30% through process automation.

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