

# CECEILIA COCANOUR

Customer Support Engineer

[ceceilia.cocanour@gmail.com](mailto:ceceilia.cocanour@gmail.com)

(885) 034-8762

123 Maple Street, Pittsburgh, PA 15213



## PROFILE

Customer Support Engineer with 1 year of experience in providing technical assistance and ensuring customer satisfaction. Proficient in troubleshooting, diagnosing, and resolving complex software and hardware issues. Adept at collaborating with cross-functional teams, managing customer expectations, and delivering high-quality support services. Demonstrates strong communication and problem-solving skills to enhance user experience and build lasting client relationships.

## LINKS

[linkedin.com/in/ceceiliacocanour](https://www.linkedin.com/in/ceceiliacocanour)

## SKILLS

Zendesk

Salesforce

JIRA

SQL

Python

JavaScript

REST API

## LANGUAGES

English

Mandarin

## HOBBIES

## EMPLOYMENT HISTORY

### Customer Support Engineer at Comcast, PA

Apr 2023 - Present

- Reduced customer complaint resolution time by 30% within the first year by streamlining support processes and implementing a new ticketing system, resulting in increased customer satisfaction rates and improved team efficiency.
- Achieved a 95% customer satisfaction rating over a two-year period by consistently providing timely and effective support, resolving complex technical issues, and proactively addressing customer concerns.
- Trained and mentored 10 new Customer Support Engineers, contributing to a 20% increase in overall team productivity and a 15% reduction in average call handling time.

### Associate Customer Support Engineer at Aspire Technology Partners, PA

Aug 2022 - Mar 2023

- Successfully resolved 90% of customer support tickets within the first 24 hours, leading to a 20% increase in overall customer satisfaction ratings for Aspire Technology Partners in PA.
- Implemented a new knowledge base system that reduced average call resolution time by 15%, enabling the support team to handle a higher volume of calls and improving overall efficiency.
- Conducted quarterly training sessions for the customer support team, resulting in a 10% improvement in first-call resolution rates and a decrease in escalations to senior engineers.

## EDUCATION

### Bachelor of Engineering in Customer Support Engineering at Carnegie Mellon University, Pittsburgh, PA

Sep 2018 - May 2022

Relevant Coursework: Technical Support Systems, Customer Relationship Management, Engineering Design Principles, Software and Hardware Troubleshooting, Network Support and Maintenance, ITIL Framework, Project Management, and Communication Skills.

## CERTIFICATES

### ITIL Foundation Certification

Feb 2022

### HDI Customer Service Representative (HDI-CSR)

Apr 2020