

Francisca Krzan

Technical Solutions Consultant

Profile

As a Technical Solutions Consultant with over 2 years of experience, I have developed a strong background in providing quality customer service and technical support. I have a proven track record in developing and implementing technical solutions to meet customer needs. My expertise lies in troubleshooting and resolving technical issues, providing training and support for clients, and creating technical documentation. I have excellent communication and organizational skills, which allow me to effectively interact with customers and colleagues. I am adept at managing projects from start to finish, making sure that all milestones and deadlines are met. I take great pride in my ability to think outside of the box and come up with creative solutions to customer needs.

Employment History

Technical Solutions Consultant at Acumen Technology Solutions, ND

Dec 2022 - Present

- Developed and implemented an automated data processing system for Acumen Technology Solutions, ND that reduced customer lead time by 40%, resulting in an increase of 30% in customer satisfaction ratings.
- Successfully managed a team of 10 technical specialists at Acumen Technology Solutions, ND, resulting in the completion of 6 complex technical projects in 2 months, ahead of schedule.
- Developed a new customer support system for Acumen Technology Solutions, ND that decreased customer wait times by 50%, resulting in a 20% increase in customer retention rates.

Associate Technical Solutions Consultant at Teknisis Solutions, ND

Jul 2021 - Nov 2022

- Developed a comprehensive technical solution for a client's complex data management needs, resulting in a 20% increase in efficiency and a 10% increase in customer satisfaction.
- Implemented an automated system to streamline the customer support process, reducing response times by 30% and improving customer satisfaction ratings by 15%.
- Created a new suite of tools to help customers better manage their data, resulting in a 20% reduction in customer service costs and a 5% improvement in customer retention rates.

Education

Bachelor of Science in Computer Engineering at North Dakota State University, Fargo, ND

Sep 2016 - May 2021

Relevant Coursework: Computer Programming, Computer Architecture, Operating Systems, Database Systems, Digital Systems Design, and Embedded Systems.

Certificates

Details

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Fargo, ND

Links


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Skills


Technical Analysis



Problem Solving



Communication



Project Management




Business Acumen



Customer Service



Process Improvement



Languages

English



Dutch



Hobbies

Programming

Woodworking

Gardening