

Flossie Klinkner

Technical Support Analyst

Profile

Employment History

Education

Details

flossie.klinkner@gmail.com

(347) 667-5401

Cheyenne, WY

I am a highly motivated and detail-oriented Technical Support Analyst with over 1 year of experience. I have a proven track record of providing exceptional customer service and technical assistance to clients. My core competencies include troubleshooting hardware and software, diagnosing and resolving system issues, and performing system maintenance. Additionally, I possess excellent communication, problem-solving, and organizational skills. I am also adept at developing written and verbal instructions for users. I am experienced in providing technical support in a professional and efficient manner. My goal is to continue to provide excellent customer service and technical support.

Technical Support Analyst at Teton Technologies, WY

Oct 2022 - Present

- Resolved 85% of all customer inquiries within 24 hours, exceeding the company's service-level agreement of 72 hours.
- Developed a comprehensive ticketing system to improve customer experience and reduce resolution time by 35%.
- Trained and mentored 8 new technical support analysts, resulting in an improved satisfaction rating of 90%.

Associate Technical Support Analyst at Wyotech Network Solutions, WY

Sep 2022 - Sep 2022

- Achieved 97% customer satisfaction rating in the first 6 months of employment at Wyotech Network Solutions, WY. This was accomplished by proactively addressing customer inquiries, identifying and resolving technical issues, and providing timely solutions.
- Developed a new troubleshooting workflow that reduced customer response time by 30%, leading to a \$50,000 cost savings for the company.
- Trained over 20 new technicians on the company's support processes, resulting in a 20% increase in customer service efficiency.

Associate of Applied Science in Computer Networking and Technical Support at Laramie County Community College, Cheyenne, WY

Aug 2018 - May 2022

Relevant Coursework: Network and System Administration, Technical Support, Computer Networking, Database Management, and Computer Security.
