Makinzi Kenerson

Technical Support Engineer

👤 Profile

I am a highly experienced Technical Support Engineer with over 2 years of experience in providing technical support to end-users. I have a proven track record of providing effective customer service and technical support to customers, and I am adept in troubleshooting and resolving technical issues in a timely and efficient manner. My experience includes working with a wide variety of hardware and software, as well as configuring networks and resolving internet connectivity issues. In addition, I have experience in installing and configuring computer hardware and software, performing system maintenance, and providing technical training to end-users. I am a highly motivated and reliable team player, and I am confident that my skills and experience will be an asset to any organization.

💼 Employment History

Senior Technical Support Engineer at Dell, PA

Jan 2023 - Present

- Developed and implemented a new system for resolving customer inquiries that reduced response time by 20%, resulting in a 10% increase in customer satisfaction scores.
- Established a technical support structure to provide 24/7 customer assistance, resulting in a 25% decrease in customer service costs.
- Led a team of 15 technicians in troubleshooting, resolving, and documenting all technical issues, resulting in a 30% reduction in customer downtime.

Technical Support Engineer at HP, PA

Jul 2021 - Dec 2022

- Resolved over 500 customer service inquiries for HP products within the PA region in a single quarter, resulting in a 95% customer satisfaction rating.
- Developed and implemented a new customer service training program for new Technical Support Engineers that reduced technical errors by 20% in the first month of implementation.
- Spearheaded the development of a comprehensive troubleshooting guide for HP products in the PA region that reduced customer service wait times by 30%.

🎓 Education

Associate Degree in Computer Science or Information Technology at Harrisburg Area Community College, PA

Sep 2017 - May 2021

Relevant Coursework: Programming, Database Concepts, Networking, Operating Systems, and Computer Architecture.

📇 Certificates

CompTIA A+ Certification

Oct 2021

Microsoft Certified Solutions Expert (MCSE)

Details

makinzi.kenerson@gmail.com

(255) 962-4964

Philadelphia, PA

Links

linkedin.com/in/makinzikenerson

Skills

Troubleshooting

Customer Service

Networking

Technical Knowledge

Problem Solving

Communication Skills

Documentation

Languages

English

Italian

Hobbies

Woodworking

Gardening

Photography