Erva Zoccola

Technical Support Engineer

✉ erva.zoccola@gmail.com
📞 (633) 467-6458
📍 Raleigh, NC

EDUCATION

Associate's Degree in Computer Science or Information Technology at Wake Technical Community College, Raleigh, NC

Sep 2017 - May 2021

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

LINKS

linkedin.com/in/ervazoccola

SKILLS

Troubleshooting

Customer Service

Networking

System Administration

Problem Solving

Communication Skills

Documentation

LANGUAGES

English

Bengali

HOBBIES

Woodworking

Gardening

Cooking

PROFILE

I am a Technical Support Engineer with over two years of experience in providing technical support to customers and resolving their issues in an efficient and timely manner. I have expertise in computer hardware, software, and networking. My experience includes troubleshooting and resolving technical issues, determining root causes, helping customers install and configure software and hardware, and providing technical advice. I have excellent customer service and communication skills, and I am passionate about helping customers solve their technical problems.

EMPLOYMENT HISTORY

● **Senior Technical Support Engineer at Dell Technologies, NC**

Oct 2022 - Present

- Resolved over 300 technical support cases for Dell Technologies customers in North Carolina with an average resolution time of 2 hours.
- Developed and implemented a new troubleshooting process which reduced customer wait times by 25%.
- Trained and mentored 10 new Technical Support Engineers, resulting in a reduction of customer wait times by 15%.
- Created a comprehensive knowledge base of technical support solutions which was used to answer over 200 customer inquiries.

● **Technical Support Engineer at Red Hat, NC**

Sep 2021 - Sep 2022

- Resolved over 300 customer service cases with a 90% customer satisfaction rate, resulting in improved customer retention and feedback.
- Developed and implemented a customized troubleshooting process for Red Hat's enterprise software which decreased the time required to resolve customer issues by 25%.
- Established a new process to identify potential system errors and problems, leading to a 10% increase in customer service performance.
- Created an automated system to track customer service requests, increasing efficiency by 33%.

CERTIFICATES

CompTIA A+ Certification

Jun 2021

Microsoft Certified Solutions Expert (MCSE)

Oct 2019

MEMBERSHIPS

Institute of Electrical and Electronics Engineers (IEEE)

Association of Information Technology Professionals (AITP)