Margie Whitcome

Product Support Specialist

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📍 1234 Maple Street,
Richmond, VA 23220

Education

Associate of Applied Science in Technical Support and Customer Service at Northern Virginia Community College, VA

Aug 2018 - May 2022

Relevant Coursework: Technical Support Fundamentals, Customer Service Strategies, Computer Troubleshooting, Network Administration, Cybersecurity, IT Project Management, and Communication Skills for IT Professionals.

Links

linkedin.com/in/margiewhitcome

Skills

Troubleshooting

Zendesk

Salesforce

JIRA

SQL

API Knowledge

Data Analysis

Languages

English

Portuguese

Profile

Dedicated Product Support Specialist with 1 year of experience providing exceptional customer service and technical support in fast-paced environments. Proficient in troubleshooting, problem-solving, and maintaining strong client relationships. Demonstrates excellent communication skills and a strong ability to adapt to new technologies and products. Committed to continuous learning and growth in the field of product support.

Employment History

Product Support Specialist at Innovative Defense Technologies, VA

May 2023 - Present

- Successfully resolved 95% of customer support tickets within the first 24 hours, leading to a 30% increase in overall customer satisfaction ratings for the company.
- Implemented a new knowledge base system that reduced average resolution time by 40% and increased the efficiency of the support team by 25%.
- Developed and delivered comprehensive product training to over 200 end-users, resulting in a 50% reduction in support requests related to user errors and a 20% increase in product adoption rates.

Associate Product Support Specialist at Science Applications International Corporation (SAIC), VA

Sep 2022 - Apr 2023

- Successfully resolved over 500 technical support cases within the first year, achieving a 97% customer satisfaction rate and significantly improving the overall efficiency of the product support team.
- Developed and implemented an innovative training program for new hires, reducing the onboarding time by 30% and increasing their productivity by 25% within the first three months.
- Spearheaded a cross-functional team to identify and address recurring product issues, resulting in a 40% reduction in support cases related to these issues and saving the company an estimated $150,000 in support costs annually.
- Created a comprehensive knowledge base of product support articles and resources, leading to a 20% decrease in support case resolution time and improving team performance metrics.

Certificates

ITIL Foundation Certification

Aug 2021

HDI Support Center Analyst (HDI-SCA)

Jan 2020