



Talissa Helfen

Support Specialist

Dedicated Support Specialist with 1 year of experience in providing exceptional customer service and technical assistance. Adept at troubleshooting issues, ensuring customer satisfaction, and maintaining a high level of professionalism. Demonstrates strong problem-solving abilities, effective communication skills, and a customer-centric approach. Eager to contribute to a dynamic team environment and further develop technical expertise.

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(734) 981-7893 

123 Magnolia St, Baton Rouge, 
LA 70801

Education

**Associate of Applied Science
in Technical Support at
Louisiana Technical College,
Baton Rouge, LA**

Aug 2018 - May 2022

Relevant Coursework:

Computer Hardware
and Software, Network
Administration, Operating
Systems, Data Management,
IT Security, Technical
Communication, and Customer
Support.

Links

[linkedin.com/in/talissahelfen](https://www.linkedin.com/in/talissahelfen)

Skills

Zendesk proficiency



Salesforce expertise



JIRA mastery



Slack communication



Microsoft Office fluency



Asana management



Intercom knowledge



Employment History

Support Specialist I at Louisiana Tech Support, LA

Apr 2023 - Present

- Successfully resolved over 3,000 technical support tickets within the first year, achieving a 95% customer satisfaction rating.
- Implemented a new knowledge base system that reduced average ticket resolution time by 20%, leading to increased efficiency and productivity within the team.
- Trained and mentored 6 new Support Specialist I hires, contributing to a 30% overall improvement in team performance metrics.
- Identified and addressed a critical software bug affecting over 500 users, resulting in a 40% reduction in related support tickets and improved user experience.

Support Specialist II at Acadiana Computer Systems, LA

Aug 2022 - Feb 2023

- Successfully resolved over 95% of customer support tickets within the first 24 hours, resulting in a significant increase in overall customer satisfaction.
- Implemented a new knowledge base system that reduced average response times by 30% and increased first-call resolution rates by 15%.
- Trained and mentored 10 new Support Specialists, contributing to a 20% increase in team efficiency and productivity.
- Identified and reported critical software bugs, leading to a 50% reduction in recurring issues and a more stable product for Acadiana Computer Systems' clients.

Certificates

ITIL Foundation Certification

Sep 2021

CompTIA A+ Technician Certification

Nov 2019

Memberships

International Association of Administrative Professionals (IAAP)

HDI (formerly Help Desk Institute)