Geniya Escovar

Technical Support Agent

👤 Profile

Dedicated Technical Support Agent with 1 year of experience in providing exceptional customer service and technical assistance. Adept at problem-solving and troubleshooting software, hardware, and network issues. Strong communication skills, ability to work in fast-paced environments, and commitment to continuous learning and professional development. Demonstrated success in improving customer satisfaction and fostering positive client relationships.

💼 Employment History

Technical Support Specialist at Maine Computer Repair & Services, ME

May 2023 - Present

- Successfully resolved over 95% of incoming customer technical issues within the first call, leading to a significant increase in customer satisfaction ratings for Maine Computer Repair & Services.
- Implemented a new troubleshooting guide and knowledge base for the technical support team, reducing average call resolution time by 35% and increasing overall team efficiency.
- Trained and mentored 10 new Technical Support Specialists, enabling them to quickly integrate into the team and contribute to achieving a 20% increase in total tickets resolved per month.
- Identified and reported recurring software bugs to the development team, leading to the resolution of these issues and a 25% reduction in related customer complaints.

Junior Technical Support Agent at TechPort Solutions, ME

Aug 2022 - Mar 2023

- Resolved 95% of customer issues within the first call, significantly reducing the average resolution time by 35% and increasing overall customer satisfaction at TechPort Solutions, ME.
- Successfully trained and mentored 5 new team members, resulting in a 20% increase in team efficiency and a 15% reduction in training time.
- Implemented a new troubleshooting guide for common technical issues, leading to a 25% decrease in escalations to senior support staff and improving overall team productivity.

🎓 Education

Associate of Applied Science in Information Technology at Southern Maine Community College, South Portland, ME

Sep 2017 - May 2022

Relevant Coursework: Database Management, Network Administration, Cybersecurity, Web Development, Programming Fundamentals, Computer Hardware and Software, Cloud Computing, and IT Project Management.

📋 Certificates

Details

geniya.escovar@gmail.com

(659) 737-8155

123 Maple Street, Portland, ME 04101

Links

linkedin.com/in/geniyaescovar

Skills

Troubleshooting

Networking

SQL

Python

Linux

Windows OS

Cybersecurity

Languages

English

Dutch

Hobbies

Building and repairing computers

Exploring new software and technologies

Creating digital art or graphic design