

Macie Corpening

Technical Support
Engineer

Details

macie.corpening@gmail.com

(137) 087-6682

123 Maple St, Indianapolis, IN 46225

Profile

Dedicated Technical Support Engineer with 1 year of experience in providing exceptional customer service and technical assistance. Proficient in troubleshooting, diagnosing, and resolving complex software and hardware issues. Demonstrated ability to communicate effectively with both technical and non-technical users, ensuring timely resolution of problems. Adept at working in fast-paced environments, managing multiple tasks, and staying up-to-date with the latest technology trends.

Employment History

Technical Support Engineer at Genesys, IN

Feb 2023 - Present

- Successfully resolved over 95% of technical issues within the first call, surpassing the company's target of a 90% first call resolution rate.
- Implemented a new troubleshooting process that improved the average ticket resolution time by 30%, leading to increased customer satisfaction and better team efficiency.
- Trained and mentored 10 new Technical Support Engineers, helping them become proficient in Genesys products and processes, resulting in a 15% increase in team productivity.
- Identified and reported over 50 software bugs and improvement suggestions, directly contributing to the release of 3 key product updates and enhancing product performance for clients.

Associate Technical Support Engineer at Infosys, IN

Jul 2022 - Dec 2022

- Successfully resolved 95% of technical support tickets within the target resolution time, leading to a 30% reduction in average ticket resolution time and increased client satisfaction.
- Streamlined the internal knowledge base by creating and updating over 100 technical articles and guides, resulting in a 20% improvement in first-call resolution rates for the team.
- Trained and mentored 10 new team members, contributing to a 15% increase in overall team productivity and reducing onboarding time by 25%.
- Identified and implemented process improvements that led to a 10% reduction in recurring technical issues, saving the company an estimated \$50,000 annually in support costs.

Education

Bachelor of Engineering in Information Technology at Purdue University, West Lafayette, IN

Aug 2018 - May 2022