Derya Natelson

Technical Support Manager

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📍 123 Main Street, Hartford, CT 06103

Education

Bachelor of Science in Information Technology Management at Central Connecticut State University, New Britain, CT

Aug 2013 - May 2018

Relevant Coursework: Database Management, Network Security, IT Project Management, Web Development, Data Analytics, Information Systems, Cloud Computing, and Cybersecurity.

Links

linkedin.com/in/deryanatelson

Skills

Troubleshooting

Networking

SQL

Python

Linux

ITIL

Cybersecurity

Languages

English

German

Hobbies

Profile

Results-driven Technical Support Manager with 5 years of experience in leading high-performing teams, optimizing operations, and delivering exceptional customer service. Adept at managing technical support operations, streamlining processes, and implementing innovative solutions to improve efficiency and end-user satisfaction. Proven success in training and mentoring support staff, as well as collaborating with cross-functional teams to achieve business objectives. Skilled in problem-solving, project management, and driving continuous improvement initiatives.

Employment History

Technical Support Manager at Cigna, CT

Mar 2023 - Present

- Reduced average call resolution time by 25%: Implemented new training programs and streamlined troubleshooting processes for the technical support team at Cigna, CT, resulting in a significant decrease in call resolution times from an average of 12 minutes to 9 minutes per call.
- Increased customer satisfaction rating by 15%: Led a team of 20 support technicians in providing exceptional customer service, addressing complex technical issues, and effectively resolving escalated customer complaints. This ultimately led to a 15% increase in overall customer satisfaction ratings within one year.
- Boosted first-call resolution rate by 10%: Introduced new knowledge management tools and resources for the technical support team, which enabled them to quickly access relevant information and accurately resolve customer issues on the first call. This initiative resulted in a 10% improvement in the first-call resolution rate, further enhancing customer satisfaction and reducing operational costs.

Technical Support Team Lead at Raytheon Technologies, CT

Sep 2018 - Jan 2023

- Successfully managed a team of 10 technical support engineers, reducing average ticket resolution time by 30% over a one-year period.
- Implemented new troubleshooting processes and documentation, leading to a 25% reduction in repeat issues and increasing overall customer satisfaction by 20%.
- Spearheaded the integration of a new ticketing system, improving response times by 15% and enabling more accurate tracking and reporting of key performance metrics.
- Developed and delivered comprehensive training programs for new hires, resulting in a 50% decrease in onboarding time and a 40% improvement in first-call resolution rates.

Certificates

ITIL (Information Technology Infrastructure Library) Certification

Jan 2022