ELONDA TRAVER

Technical Support

elonda.traver@gmail.com
(449) 635-5995
123 Aurora Lane, Anchorage, AK 99501

PROFILE

Technical Support professional with 1 year of experience providing exceptional customer service while troubleshooting and resolving complex technical issues. Proficient in various software applications, platforms, and operating systems, with a strong aptitude for learning new technologies. Adept at managing multiple tasks and deadlines, and skilled in communication and problem-solving. Committed to enhancing user experiences and driving efficiency in a fast-paced environment.

LINKS

linkedin.com/in/elondatraver

SKILLS

Troubleshooting

Networking

SQL proficiency

Linux administration

Python scripting

Cloud management

Cybersecurity

LANGUAGES

English

Mandarin

HOBBIES

EMPLOYMENT HISTORY

Technical Support Specialist at Alaska Communications, AK

Apr 2023 - Present

- Resolved 95% of customer technical issues within the first call, leading to a significant increase in customer satisfaction ratings by 20% within a year.
- Implemented a new knowledge base system for the support team, reducing average response time by 30% and increasing team efficiency by 25%.
- Trained and mentored 10 new Technical Support Specialists, resulting in a 15% decrease in onboarding time and contributing to a 10% increase in overall team productivity.
- Collaborated on a cross-functional team to develop and launch a new product offering, resulting in a 35% increase in sales for that product line within the first six months.

Technical Support Analyst at GCI Technical Support, AK

Aug 2022 - Mar 2023

- Successfully resolved over 1,000 complex technical issues in a year, resulting in a 95% customer satisfaction rate and reducing the need for further escalations by 30%.
- Implemented a new knowledge base system that increased the efficiency of information sharing among team members by 40%, leading to faster resolution times and improved collaboration.
- Conducted weekly training sessions for a team of 20 support analysts, contributing to a 25% reduction in average call handling time and a 15% increase in first call resolution rates.
- Spearheaded a project to revamp the company's ticketing system, streamlining the process and increasing the overall productivity of the technical support team by 35%.

EDUCATION

Associate of Applied Science in Information Technology Support at University of Alaska Anchorage, AK

Sep 2018 - May 2022

Relevant Coursework: Network Administration, Cybersecurity, Programming Concepts, Database Management, IT Project Management, Computer Hardware and Software Support, and Web Development.

CERTIFICATES

CompTIA A+ Certification

Oct 2021

HDI Technical Support Professional (HDI-TSP)

Oct 2020