

SUMMARY STATEMENT

Highly motivated and detail-oriented professional with experience in IT support, retail sales, and client experience coordination. Dedicated to efficiency, organization, and cross-functional collaboration. Seeking roles in a fast-paced, dynamic environment where I can utilize my technical and interpersonal skills to drive success and contribute to team growth.

EDUCATION

University of Texas Arlington, 2017-2019

Relevant Coursework in marketing, accounting, economics, and business.

PROFESSIONAL/TECHNICAL SKILLS

- **Proficiency with CRM tools (ConnectWise)**
- **Salesforce experience**
- **MS Office Proficiency**
- **Client retention/acquisition**
- **Scheduling and overseeing timely resolution of IT tickets**
- **Detailed report writing, maintaining accurate documentation**
- **Effective time management**
- **Written and verbal communication skills**
- **Maintaining productivity while handling multiple tasks**
- **Cross-functional collaboration**
- **Strong customer service orientation**
- **Ability to excel in fast-paced environment**
- **Creative problem solving**

PROFESSIONAL EXPERIENCES

Mid-Sized MSP

Client Experience Coordinator, (07/2021)-(08/2025)

- Efficiently oversee and arrange the scheduling of over 100 tickets on a daily basis.
- Facilitate seamless collaboration among clients, technicians, and leadership to orchestrate the scheduling of on-site assignments.
- Continuously liaising with technicians to ensure prompt resolutions of tickets in accordance with SLA agreement.
- Empathetically engaging in client interactions via phone to initiate the ticket creation process.
- Highly skilled in navigating ConnectWise and proficient in Microsoft Office applications.

Communications Company

Sales Manager (10/2019)-(06/2021)

- Met and exceeded monthly sales quotas, resulting in 15% revenue increase within 6 months.
- Effectively managing store employees, resulting in a 20% increase in store location sales.
- Mentor and coach individual employees, ensuring all monthly targets were exceeded.
- Empathetically interacted with customers, de-escalating situations, handling all inquiries and needs while being understanding of the business' bottom line.
- Completed and oversaw all daily store operations, utilizing an efficient workflow to complete tasks in a timely manner.
- Responsible for verifying inventory levels, ensuring 0 discrepancies on store audits.
- Responsible for new hire training.
- Maintaining constant communication with customers in regards to marketing promotions, ensuring high level of customer satisfaction.

Educational Institution

IT Technician (10/2016)-(08/2017)

- Utilized troubleshooting and interpersonal skills to provide help desk level support to faculty, staff, and students
- Responsible for long distance video conference connections, campus to campus remote site classes, and troubleshooting remote connectivity issues.
- Configured laptops and computers for incoming staff and faculty, loaded required software and server permissions
- Provided University of Houston technology related training to faculty and staff.
- Routinely updated software with patches and new installations to close security loopholes and protect user information.