Adriana Rios
112 Ladybird Ln, Apt H, San Marcos, TX 78666
(281) 865-7892
amrios2817@gmail.com

Application Support Analyst, Level 1

Objective

My hope is to gain employment with a forward moving, innovative software company that nourishes growth and rewards a strong work ethic. I've recently began pursuing my Webmaster Certification at ACC to aid in this process.

Skills

- More than 12 years of experience excelling in customer service with over two years specializing in Tech Support
- Naturally inquisitive nature lends to strong troubleshooting capabilities
- A model team member resulting in selection to be Tier 1 Team Lead
- Equipped with knowledge of HTML and CSS
- Experienced with Dreamweaver
- Familiar with utilizing FTP
- Currently learning Java Programming and Javascript

Achievements

- Ability to retain knowledge of ever-changing software nuances coupled with a passion for delivering unrivaled customer service led to Tier 1 team lead role (December 2011)
- One of only two representatives in company history selected to be flown out to Infusionsoft headquarters in Arizona for Tier 2 training (July 2012)

Employment

Centex Global Communications, *San Marcos, TX* *2011 - Present*

Technical Support, Tier 1 Lead

- Responsible for taking inbound calls related to tech support needs
- Submitting substantiated and thorough bug scripts when issues are not resolvable over the phone
- Responsible for quality assurance of bug tickets submitted by a team of 11 representatives
- Effectively tests and evaluates team ticket submissions to determine if necessary to move forward to Tier 2
- Resourceful in quickly diagnosing issues and anticipating needs of inbound callers
- Empathizing with customer concerns thereby providing a welcomed customer service experience
- Providing intelligent and knowledgeable chat support

Assistant Project Manager

- Responsible for maintaining open communication with client on pending and completed projects
- Tasking team with projects
- Submitting daily summary reports on team progress

Customer Support Representative

- Successfully learned policies and procedures for 8 clients in order to provide exceptional customer service
- Responsible for taking and making calls related to customer service needs
- Providing and processing refunds based on client policies
- Taking escalated manager calls upon customer request
- Consistently completes all required documentation based on client needs

Carino's Italian Grill, *Katy, TX* *2005-2010*

Server/Trainer

- Successfully maintained working knowledge of menu items
- Taking and fulfilling food and drink orders
- Anticipating needs of patrons to ensure positive dining experience
- Training new hires
- Assisting with table bussing
- Maintaining a clean and healthy workspace

The Home Depot, Katy, TX *2006-2008*

Head Cashier

- Processing sales, refunds and credit card payments for customers
- Providing an enjoyable and memorable customer service experience
- Running breaks and lunches and maintaining coverage during such breaks
- Stepping in when a manager request was made to resolve and customer issues
- Maintaining working knowledge of store layout to answer any general customer inquires

Education

Austin Community College *2013 to Present*
Actively Pursuing Webmaster Certification
Successfully Completed Certifications for HTML, CSS and Dreamweaver

University of Houston *2008 to 2009*
Political Science Major

University of North Texas *2005-2007*
Painting and Drawing Major

Dallas Baptist University *2003-2005*
Art Major

References Furnished Upon Request