

David Johnston

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SUMMARY

Government business customer care specialist with three years of **customer service** and account support experience through September 2026, including less than two years in a call center environment. Supports complex business accounts through billing research, order processing, renewals, activations, **equipment fulfillment**, reporting, account maintenance, and escalation resolution. Works confidently across Salesforce, **MS Office Suite**, customer portals, email, and phone support while balancing changing requests across multiple accounts. Builds clear billing, usage, and **account activity reports**, validates promotions and rebates, and keeps accurate records for sales and operations partners. Communicates account health, unresolved needs, and next actions with customers and internal teams. Ready to support federal customers with organized service, careful problem solving, and dependable follow through.

EXPERIENCE

Business Customer Care Specialist

March 2025 - Present

Pinecrest Connectivity Services

Charlotte, NC

Supports large business accounts across billing, orders, renewals, activations, equipment fulfillment, reporting, and account maintenance. Partners with sales and operations teams through Salesforce, **customer portals**, email, and phone channels. Provides clear account health updates and keeps customer requests moving through completion.

- Resolved promotion and rebate questions through billing history research, restoring accurate account credits in Salesforce.
- Processed portal orders and **renewals** after checking customer details, reducing avoidable account corrections.
- Built Excel **billing** and **usage reports**, giving account teams clearer activity visibility for customer conversations.
- Presented **account health** updates with open needs and next actions, strengthening coordination with sales partners.
- Managed calls, email, Salesforce tasks, and reporting across large accounts, meeting commitments amid changing requests.
- Coordinated equipment fulfillment and **activations**, keeping customer requests aligned with account records and service requirements.

Customer Service Representative

September 2023 - February 2025

Blue Ridge Service Center

Concord, NC

Delivered phone and written **call center support** for **billing** questions, service changes, and account requests. Used MS Office Suite and customer systems to research history, document contacts, and coordinate follow up. Escalated complex issues with complete notes while maintaining current knowledge through training.

- Resolved billing and service questions through **phone support**, giving customers clear next steps during active account issues.
- Documented account history and customer contacts in **MS Office Suite** and internal **systems** for consistent follow up.
- Escalated billing discrepancies with complete notes, helping specialized teams review issues without repeated customer explanations.
- Coordinated service requests with **sales** and operations contacts, keeping ownership visible through completion.
- Applied policy, procedure, system, and product updates from training during customer conversations and account research.
- Balanced calls, documentation, and follow up workloads while maintaining accurate records across simultaneous requests.

PROJECTS

Account Health Reporting Initiative 📅 2026

Created a recurring reporting workflow for billing, usage, and account activity, helping sales partners discuss open needs with greater clarity.

Customer Request Coordination Workflow 📅 2025

Mapped customer requests across calls, email, Salesforce, and portals, giving teams a clearer path for orders, renewals, and escalations.

LEADERSHIP & AWARDS

- Customer Account Accuracy Recognition, Pinecrest Connectivity Services, 2026
- Service Coordination Recognition, Blue Ridge Service Center, 2024

EDUCATION

High School Diploma

2023

Cabarrus Central High School GPA: 4.0

Concord, NC

Coursework: Business communication, computer applications, customer service, business mathematics

CERTIFICATIONS

- Salesforce Trailhead Customer Service Fundamentals 📅 2024

- Microsoft Learn Microsoft 365 Fundamentals Learning Path 📅 2024

TECHNICAL SKILLS

- **Customer Platforms:** Salesforce, customer portals, account systems
- **Microsoft Office:** Excel, Word, PowerPoint
- **Billing Operations:** Billing research, billing requests, billing history
- **Account Reporting:** Usage reports, activity reports, custom reports
- **Sales Operations:** Orders, renewals, activations
- **Customer Channels:** Phone support, email support, inbound requests
- **Account Administration:** Mobile numbers, account maintenance, equipment fulfillment
- **Revenue Programs:** Promotions, rebates, device buybacks
- **Service Delivery:** Escalations, service changes, follow up
- **Work Management:** Task management, multitasking, request tracking

SKILLS

- | | | | |
|--------------------|--------------------------|-----------------------|-------------------|
| • Customer service | • Billing research | • Renewals | • Presentations |
| • Account support | • Promotions and rebates | • Activations | • Problem solving |
| • Salesforce | • Device buybacks | • Account reporting | • Task management |
| • MS Office Suite | • Order processing | • Call center support | |

PROFESSIONAL AFFILIATIONS

- Business Customer Care Team, Pinecrest Connectivity Services, 2025 to Present
- Customer Service Training Community, Blue Ridge Service Center, 2023 to 2025

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST