



Ngoc Ballard

Product Support Specialist

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SUMMARY

Enthusiastic recent graduate skilled in customer service and support technologies. Combined academic projects and part-time roles reveal exceptional communication abilities, a profound commitment to addressing customer needs, and proficiency in simplifying complex information. Developed clear solutions while actively engaging with users, resulting in increased satisfaction and user experience. A strong emphasis on teamwork played a vital role in various collaborative initiatives, fostering shared success and learning opportunities. Ready to leverage skills and insights gained, excited about helping customers navigate TurboTax products effectively.

EDUCATION

Bachelor's Degree in Communication

Georgia State University 🎓 GPA: 3.5 📅 2026 📍 Atlanta, GA

Coursework: Public Speaking, Interpersonal Skills, Media Studies, Strategic Communication

TECHNICAL SKILLS

- **Communication Tools:** Zoom, Microsoft Teams, Slack
- **Customer Relationship Management:** Salesforce, Freshdesk, Zendesk
- **Office Software:** Microsoft Office Suite, Google Workspace, Adobe Acrobat
- **Survey Platforms:** SurveyMonkey, Google Forms, Qualtrics
- **Research Methods:** Qualitative Analysis, Quantitative Analysis, Usability Testing
- **Presentation Tools:** PowerPoint, Canva, Prezi
- **Training Development:** Workshop Facilitation, E-Learning Platforms, Curriculum Design
- **Data Visualization:** Tableau, Power BI, Google Data Studio
- **Software Proficiency:** TurboTax, H&R Block, TaxSlayer
- **Creative Writing Skills:** Technical Writing, Copywriting, Content Creation

EXPERIENCE

Customer Service Representative

University Project 📅 January 2026 - Present 📍 Remote

Support for customer inquiries regarding TurboTax software focusing on usability. Engaged in developing instructional materials and training sessions to enhance team readiness and user engagement. Ensured continuous improvement of user interactions through feedback integration.

- Developed strategies for effectively addressing customer inquiries about software functionalities, enhancing overall user experience.
- Simulated customer interactions within the project framework, leading to valuable insights into customer service operations.
- Collaborated in creating materials that answered common product questions, boosting knowledge sharing among project peers.
- Conducted practice training sessions preparing field representatives for real-world customer queries.
- Iterated on training content using ongoing feedback, ensuring responses were both clear and empathetic.
- Engaged in learning updates related to the product, adapting support techniques to fit the latest developments.

Customer Experience Analyst

Academic Research 📅 September 2025 - December 2025 📍 Remote

Led research initiatives analyzing customer satisfaction relating to software usage. Facilitated actionable insights and improvements geared towards user-centric software design.

STRENGTHS

- **Communication Skills**
Articulated complex ideas plainly, fostering trust and clarity between clients and project teams.
- **Problem Solving**
Approached challenges dynamically, consistently providing effective resolutions during mock simulations.
- **Team Collaboration**
Worked cohesively with diverse groups, guiding collective strategies that drove positive team outcomes.
- **Adaptability**
Resilient in fast-paced environments, quickly adjusting based on evolving customer requirements or product changes.
- **Empathy**
Connected deeply with users to understand their needs and concerns, building meaningful rapport effectively.

SKILLS

Customer Service Communication

Problem Solving Data Analysis

Team Collaboration

Training Development

Feedback Integration

Usability Assessment

Project Coordination

Research Presentation

<u>Software Navigation</u>
<u>Instructional Design</u>
<u>Continuous Learning</u>
<u>User Engagement</u>
<u>Customer Relations</u>
<u>Content Development</u>

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Customer Service Representative at University Project (6 Months)
- Customer Experience Analyst at Academic Research (3 Months)

- Executed a research initiative focusing on gathering and evaluating customer satisfaction metrics.
- Identified trends from survey data, presenting detailed findings to faculty and involved stakeholders.
- Implemented mechanisms for collecting user experiences, contributing directly to a user-focused approach in software development.
- Collaborated with a diverse group to establish a support infrastructure reflecting research findings.
- Developed future customer service training modules aided by research outcomes, reinforcing preparedness for teams.
- Presented research results at university symposiums showcasing effective communication and analytical skills.

LEADERSHIP & AWARDS

- Dean's List, Georgia State University (2024, 2025)

CERTIFICATIONS

- TurboTax Product Expert Certification 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Communication Club, Georgia State University (2024–2026)
- Volunteer, Local Community Service Organization (2025)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST