

Brayden Horn

Technical Customer Care Representative I

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STRENGTHS

-  **Effective Communication**
Skillful communicator who handles customer conversations with empathy and clarity, leaving positive impressions.
-  **Problem Solving**
Approaches service challenges with a strategic mindset, keen to find solutions independently or collaboratively with support teams.
-  **Customer-Centric Focus**
Builds rapport effortlessly, understanding customer needs and fostering trust that results in long-term loyalty.
-  **Adaptability**
Thrives in dynamic environments, adjusting quickly to new tools, procedures, and customer requirements.
- Team Collaboration**
Works well within teams, sharing knowledge and supporting peers effectively to achieve common goals.

SKILLS

- Technical Support
- Customer Service
- VoIP Troubleshooting
- Data Management
- Problem Solving Communication
- Team Collaboration CRM Systems
- Network Troubleshooting
- Time Management
- Service Documentation
- Troubleshooting Techniques
- Voice Services Video Conferencing
- Technological Aptitude
- Customer Engagement

SUMMARY

Motivated technical customer care professional offers over two years in providing outstanding customer support within technology-driven environments. Proficient in troubleshooting VoIP and data systems and adept at resolving service disruptions that enhance customer satisfaction. Demonstrates a collaborative spirit and strong communication skills, actively working with teams to elevate overall service performance. Passionate about creating exceptional customer experiences while efficiently addressing inquiries and issues. Eager to contribute to MCI's mission of delivering superior technical support and problem resolution.

EXPERIENCE

Technical Support Specialist

Tech Solutions Inc.  January 2025 - Present  Memphis, TN

- Support role focused on delivering comprehensive assistance for VoIP services, ensuring seamless customer interactions and resolutions. Collaborates across departments to tackle service issues and improve workflows, representing the company with professionalism.
- Resolved complex VoIP phone issues, confidently addressing customer inquiries and maintaining satisfaction levels.
 - Managed data gateway malfunctions, prioritizing first-call resolutions and minimizing escalations through effective troubleshooting.
 - Delivered prompt and courteous service during each interaction, engaging with customers across diverse backgrounds.
 - Documented all communications promptly using multiple systems, ensuring easy reference and thorough follow-up.
 - Worked closely with teammates to formulate best practices that strengthened service delivery and client relationships.
 - Achieved consistently high customer satisfaction metrics, reflecting dedication to quality service and outcomes.

Customer Service Representative

Support Systems LLC  June 2023 - December 2024  Chattanooga, TN

- Role involved aiding customers with general inquiries regarding internet services and handling troubleshooting as necessary. Recognized for significant contributions towards improving team-based initiatives.
- Guided customers through product offerings, effectively matching them with services that met their specific needs.
 - Documented interactions in the CRM system to ensure accurate tracking and follow-through on solutions provided.
 - Executed initial troubleshooting steps for basic concerns, referring more challenging cases to senior technicians.
 - Actively participated in team initiatives aimed at enhancing response efficiency and overall customer experience.
 - Acknowledged with Employee of the Month award for exemplifying standards of incident resolution and customer engagement.
 - Added value to onboarding processes by developing informative training materials for incoming staff members.

LEADERSHIP & AWARDS

- Dean's List, Tennessee Community College (2025)
- Customer Service Excellence Award, Tech Solutions Inc. (2025)

EDUCATION

Associate of Applied Science in Information Technology

Tennessee Community College  GPA: 3.8  2026  Nashville, TN

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Technical Support Specialist at Tech Solutions Inc. (1.5 Years)
- Customer Service Representative at Support Systems LLC (1.5 Years)

Coursework: Networking, Database Management, Technical Support, Software Applications

CERTIFICATIONS

- CompTIA A+ Certification 📅 2026
- ITIL Foundation Certification 📅 2026

TECHNICAL SKILLS

- **Help Desk Software:** Zendesk, Freshdesk, ServiceNow
- **VoIP Technologies:** Cisco, Avaya, RingCentral
- **Operating Systems:** Windows, macOS, Linux
- **Networking Tools:** Wireshark, PingPlotter, traceroute
- **Database Management:** MySQL, SQL Server, Oracle
- **Telecommunications Equipment:** Routers, Switches, Gateways
- **Communication Platforms:** Microsoft Teams, Zoom, Slack
- **Project Management Tools:** JIRA, Asana, Trello
- **Documentation Standards:** Knowledge Base, SOPs, FAQs
- **Cloud Computing Basics:** AWS, Google Cloud, Azure

PROFESSIONAL AFFILIATIONS

- Member of Student Technical Association, Tennessee Community College
- Volunteer at Local Food Bank

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST