

Brayden Horn

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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

January 2025 - Present

Tech Solutions Inc.

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

June 2023 - December 2024

Support Systems LLC

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

2026

Tennessee Community College GPA: 3.8

Nashville, TN

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

SKILLS

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST