

# KARMA GEORGE

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## SUMMARY

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Highly motivated and results-driven Products Support Specialist II with a passion for providing exceptional service and ensuring an outstanding user experience. Committed to delivering exceptional customer service and ensuring a seamless user experience utilizing strong communication skills, both written and verbal. Tech-savvy and detail-oriented, with a strong ability to work efficiently in fast-paced environments. Committed to putting the customer first and exceeding expectations.

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## EXPERIENCE

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### Product Support Specialist II

Dutchie

June 2022 – June 2024, Bend, OR

- Resolved over 200 technical support tickets monthly, achieving a customer satisfaction rate of 95% by leveraging CRM tools and collaborating with different teams to address complex issues.
- Resolved customer support tickets within 24 hours by leveraging advanced troubleshooting techniques and maintaining detailed documentation.
- Troubleshoot issues and create basic data fixes, using SQL, JIRA and other technical ticketing support tools.
- Achieved a 25% increase in customer satisfaction scores by resolving technical issues efficiently, conducting regular training sessions for Tier I support, and utilizing CRM tools to track and manage service tickets.
- Communicate and collaborate with other cross-functional teams including Customer Success Managers(CSM), Implementation Specialists and other thirdparty vendors as required to address support cases and provide service to customers.
- Conducted on recurring product issues, utilizing data analytics and customer feedback to decrease incident resolution time by 30%, enhancing overall user satisfaction.
- Identify, reproduce, document, and escalate potential product defects as per defined processes for the functional area and/or business unit.

### POS Technical Support

DoorDash

September 2021 – June 2022, US, AZ, Tempe

- Resolved technical issues on Point of Sale (POS) systems for 150+ retail locations monthly, utilizing diagnostic tools and remote troubleshooting, contributing to a 25% decrease in incident resolution time.
- Analyzed and utilized SQL data to detect and resolve system malfunctions, reducing downtime by 30%.
- Utilized tools such as Tableau to analyze and visualize customer data, leading to the identification and resolution of recurring point-of-sale issues, which improved system uptime by 25%.
- Achieved a 25% increase in customer satisfaction scores by streamlining support ticket resolution processes using CRM systems such as Salesforce and Zendesk.
- Provided comprehensive technical support by clarifying complex POS software issues to non-technical users, leading to a 25% increase in customer satisfaction ratings.

### Customer Service Representative

Omni Interactions

November 2019 – May 2021, Denver, CO

- Achieved a 95% customer satisfaction rating by resolving inquiries efficiently and accurately, utilizing CRM software to track and manage client interactions.
- Resolved 95% of customer inquiries on the first call by utilizing advanced CRM tools and implementing efficient troubleshooting techniques, leading to a 20% increase in customer satisfaction ratings.
- Enhanced customer loyalty by effectively addressing needs and providing personalized service, contributing to a 20% increase in repeat business.

### Technical Support Advisor

Conduent

September 2018 – September 2019, US, New Jersey, Florham Park

- Responded to support requests by expertly diagnosing and troubleshooting Apple product issues, resulting in a 30% reduction in unresolved tickets.
  - Optimized support processes using advanced diagnostic tools, leading to a 30% decrease in issue resolution time and a 20% boost in customer satisfaction.
  - Resolved 95% of technical support tickets within 24 hours using advanced diagnostic tools, enhancing customer satisfaction and reducing repeat call rates by 30%.
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## **Client Service Technician**

**Support.com**

**March 2015 - June 2018, US, CA, Sunnyvale**

- Improved wireless connectivity for clients by implementing advanced network troubleshooting methods, resulting in a 40% decrease in issues reported.
  - Onboarded and trained 10+ new hires, reducing ramp-up time by 25% through a structured training program and hands-on support.
  - Resolved over 150 client technical issues monthly by utilizing diagnostic tools and providing tailored support, contributing to a 20% increase in customer satisfaction scores.
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## **EDUCATION**

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### **Computer Science**

Webster College · US, FL, Ocala · 2006