

Alexander Cancino

ENTERPRISE PARTNER ACCOUNT COORDINATOR - COMCAST

Commerce City, CO

cinoreal@gmail.com

7202329572

- Seeking position with opportunity for advancement.

Work Experience

ENTERPRISE PARTNER ACCOUNT COORDINATOR

COMCAST

April 2013 to Present

- Provide order support and coordination for advanced voice and data services including the small business, mid-market and Enterprise channels.
- Navigate through multiple systems to build, track and monitor orders. Move, add, and change orders. Adds new order quotes.
- Ensure order coordination, verification and corrections are completed within defined service level agreements.
- Work with the senior sales team to ensure customer orders are processed appropriately

COMCAST

May 2012 to April 2013

05/2012-04/2013

- Responsible for coordinating the day-to-day functions of the technical product and sales support team.
- Works closely with the sales team to market and sell the Company's products.
- Supports Sales team with product modifications.
- Accountable for individual results and impact on team.
- Assisting in escalations to get sooner install and errors corrected.

COMCAST

July 2010 to May 2012

Responsible for handling Billing Escalations which require advanced support.

- Handle escalations from the frontline care agents and supervisors as well as those from Corporate and Market escalation groups and West Division Leadership.
- Tier 2 agents are also responsible for providing guidance and coaching in support of the frontline care agents and to offer expertise as it relates to agent development and training.

BUSINESS SERVICES TIER 1 REPRESENTATIVE

COMCAST

November 2009 to May 2012

- Determines the appropriate solution based on diagnosis and executes the most logical fix providing verbal instruction to Customer at a level of detail commensurate with customer PC knowledge and experience.

- - Troubleshoots customer connectivity including but not limited to RF, modem, router, or combination device
 - Troubleshoots customer Email issues such as delivery problems and client configuration.
 - Activation, configuration, and use of Web space service.
 - Providing, verifying, and/or modifying network settings (TCP/IP).
 - Resets and/or re-provisions customer modem.
- Obtains, provisions, adds, or deletes multiple IP addresses.
Checks for outages by reviewing outage page for known problems and/or checks router. Notifies the appropriate parties and advises the customer accordingly.
Documents details of customer interaction by opening ticket in the trouble ticketing system and records appropriate information in database.

Education

Associate in Human services

University of Phoenix-Online Campus - Denver, CO

Skills

Microsoft Office (10+ years), Customer Service, Call Center, Data Entry

Assessments

Indeed Assessments are tests that job seekers can use to demonstrate their knowledge and abilities.

Customer Service Skills – Familiar

Jan 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

View my full results at: https://share.indeedassessments.com/share_assignment/fhi-yson1gvmkt52

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