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OBJECTIVE

Intention is to secure a role where I can meaningfully contribute to a team and sustain a high level of customer happiness. Have a demonstrated history of working in the information technology, telecommunication, and

EXPERIENCE

PROJECT CONSULTANT / CSI

2/2018 - Current

Evaluation of accounting and field/dispatch software. Installation and training for both software packages for key employees. Researched issues and developed best practices related to office procedure and customer impact. Updated all company computers, hardware, and software. Troubleshoot billing issues related to subscription/web services. Built and maintain new company website on WordPress

CUSTOMER SERVICE / TECHNICAL SUPPORT / TELENETWORK

1/2016 - 3/2018

Technical support for DSL, satellite, fiber optics, and POTS services. Displayed courtesy and strong people skills with all customer interactions. Maintained composure and patience in face of difficult customer situations. Worked with our campaign through a difficult transition for newly acquired Verizon Fios customers in multiple states. Troubleshooting experience issues with DSL, Fiber, POTS, satellite and dial-up. Created new accounts customer facing via agent portal, reset passwords and configured access for users. Working in harmony with advanced technical teams, dispatch and team members, virtually. Advanced to TSR 1.5 allowing for self-approving escalations and remedies. Tasked with editing or updating wiki (KB) articles.

TECHNICAL SUPPORT / APPLE

4//2015 - 12/2015

Troubleshooting iOS using company provided Mac in a virtual environment. Supported customers having data connectivity issues. Provided thorough support and

services industries.

SKILLS

Microsoft Office
Windows 7, 8, 10

Software as a Service
(SaaS)

G-Suite

Salesforce, Asana

Remote Support Tools

Knowledge Base Editor and
Contributor

Troubleshoot Hardware
and Software

Professional, Common
Sense

Analytical, Logical

Friendly, Curious,
Humorous

Superior Phone Etiquette

Customer Retention Expert

Soft Sell and Upsell
Capability

Own and Follow Through
at All Levels of Service

problem resolution for customers. Provided professional customer service consultations on iOS-based products. Provided real-time support to everyday users of iPhone, iPad, iPod. Successful completion of the temporary campaign.

EDUCATION

IN PROGRESS 2014

Southern New Hampshire University
Bachelor of Science Information Technology
Coursework includes: Speech and Communication,
Sociology and Psychology

LEADERSHIP EXPERIENCE

Chosen as Director for the Group Sales Department for Houston Ballet. The company had never had a streamlined children's Nutcracker performance schedule. The outreach department was fractured as well and the content on the website was lacking. Challenged to bring all of this together and bring more awareness of ballet to underprivileged children and ramp up the corporate sales numbers. Accomplished all the above and more! All very proud moments as I am an avid fan of the ballet and the arts in general.