

Dominik Soucie

Longmont, CO

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My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation

WORK EXPERIENCE

IBM Corporation - April 2015 to Present

April 2015- Present

Respond to requests for technical assistance in person, via phone and electronically

- diagnose and resolve technical hardware and software issues
- research questions using available information resources
- advise user on appropriate action
- follow standard help desk procedures
- log all help desk interactions
- administer help desk software
- redirect problems to correct resource
- identify and escalate situations requiring urgent attention
- track and route problems and requests and document resolutions
- prepare activity reports
- inform management of recurring problems
- stay current with system information, changes and updates

Dishwasher

Denny's - Rolla, MO - November 2014 to January 2015

Burger King - April 2014 to July 2014

Lees Chicken - Rolla, MO - January 2013 to November 2013

EDUCATION

Certification in Test

Rolla Technical institute - Rolla, MO

2012

High School Diploma

John F. Hodge High School - Saint James, MO

English

Rolla High School - Rolla, MO

ADDITIONAL INFORMATION

Skills:•

- Focused on "great service beats fast service" directive
- Exceptional ability to stay attentive when dealing with customers

- Clear communication skills aimed at understanding customers' needs and providing corresponding services
- Proven ability to grasp product knowledge and relay product information in a concise but potent manner
- Analytic thinking aimed at resolving customers' issues in a proactive manner
- Able to find conflict resolution without losing self composure
- Detail-oriented and efficient in providing customer service in adverse situations
- Assertive but polite when it comes to product or service endorsement
- Capable of depersonalizing self with customers
- Known for utilizing humor sense during stressful interactions with customers
- Well-versed in adapting different ways under pressure in order to meet deadlines
- Demonstrated ability to analyze problems or adverse situations in a bid to provide well-placed customer services
- Knowhow of varying negotiation and persuasive manners
- Profound understanding of customer psychology aimed at providing individualized customer services
- Track record of using tact when handling irate customers
- Self-presentation and positive attitude
- Exceptional organizational skills and adaptability
- Savvy with modern technologies
- Flexibility to work in an ever-changing environment