

Lawrence Murdock

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Work Experience

Senior Technical Product Support Analyst

Equifax - Denver, CO

August 2020 to Present

Working Operation Support for ID Watchdog, an identity monitoring service owned by Equifax. Worked escalations for customer related billing and system issues. Worked support and restoration cases assisting customers resolve ongoing credit, collections, account takeovers and related disputes while following federal laws under the Federal Trade Commission (FTC). Assisted management in creating training documentation and personally trained several employees.

Sales and Service Associate

Warming Trends - Englewood, CO

2019 to 2020

Handled incoming technical support and customer sales inquiries as well as processing orders (order entry), returns and warranty replacement (Return Material Authorization).

Logistics Inventory Control Associate (Order Management)

Arrow Electronics - Denver, CO

2015 to 2018

Handled problems with orders shipping due to various shipping and financial holds, works with asset management to secure inventory, issue credits, process orders, work with trade compliance and external shipping companies, stock outs, and customer communication and handled customer inquiries via chat, email, web and phone for electronic components.

Senior Coordinator

Verizon Business Enterprise Solutions - Denver, CO

2004 to 2012

Handled all contractual and disconnection billing issues for corporate voice and data accounts. Created spreadsheets for billing issues Communicated with enterprise and small business customers and account teams and resolved an average of 120 customer disputes monthly.

Nextel Sales Initiative

Nextel/Sprint Communications - Denver, CO

2001 to 2004

Handled back-end service applications, assisting dealers with various programming of phone units, changes in accounts and customer escalations. Assisted with setting up long distance and local phone lines. Provisioned telephone lines and activated/deactivated customer lines and services and assisted in credit checks on all customers.

Education

High school diploma

East High School - Denver, CO

1986 to 1990

Skills

- Microsoft Excel
- Communication skills
- Organizational skills
- Microsoft Word
- Google Suite
- Microsoft Powerpoint
- Live chat
- Technical support
- Customer service
- Order management system
- Order entry
- Microsoft Office
- Analysis skills

Certifications and Licenses

Driver's License