

Paul Greiff

Longmont, CO

paulgreiff3_wqd@indeedemail.com

207-478-8451

Work Experience

INNOVATION ENGINEER

DOCKETLY

April 2019 to October 2019

Strengthen and deepen relationships with smart, personalized support, meeting with clients regularly to gain familiarity with issues they are currently facing and design or innovate on new ideas to implement within the system to remove these struggles for clients.

Use OCR software and consistently re-evaluate data to day work to find ways to cut down on inefficiencies by adding new features to the website, software, or back-end code.

Work on Dev/Test website to ensure changes work before launching on production or replicating issues clients were facing.

Provide ways to improve processes through customer feedback by updating handbooks, team members and website information routinely.

Gained familiarity with Agile Methodology to drive success through project management.

Development of materials and tools for clients to self-service their needs.

INNOVATION SPECIALIST

VIASAT

May 2017 to April 2018

Able to de-escalate demanding and irate customers with an end result of retaining their business.

Looked to as a SME to assist peers with soft skills & de-escalation. Took point on multiple projects where I Identified numerous systematic/processing issues and worked across departments to resolve them. Provided customers with viable product alternatives to right size plans. Worked with SAC/TAC to escalate technical anomalies.

Assist management with document maintenance, Ticket queue maintenance, provide executive level reporting on special projects assigned. Run multiple reports, and perform audits using Excel or RSA/ Golden6 SQL to find discrepancies and repair or create needed training material to ensure it is fixed.

Continuously looked too for all special projects that needed extra attention due to pattern recognition, investigational skills, ability to network across the company to resolve any and all issues found. Use jumpbox's and other 3rd party tools to link to specialized systems including RSA (financial database) Customer Maintenance, Golden6, Sales Force, Alianza, TrackVia, Taleo, TPV, Support Portal, multiple CRMs).

Assist with created NOC Alerts and coordinate with NOC for further information needed.

Constantly expanding my own knowledge base by working with multiple groups and performing other departments main functions to assist when needed.

SR ACCOUNT EXECUTIVE

TOTAL QUALITY LOGISTICS

July 2016 to July 2017

Maintained 12-15 customers a month while out-bounding potential new clients and acquired 2-3 new clients a month to add to my list of active customers.

Specialized in fulfilling orders for customers from the time they were placed with me through final negotiations. Oversaw carrier booking and ensured delivery timeframes were met.

Maintained tracking information on all delivery routes and verified bills of lading.

Provided invoices to clients upon completion and made myself available for any follow-up concerns.

Experienced in analyzing and solving logistics problems daily for customers and carriers.

CUSTOMER SERVICE ADVOCATE

VERIZON WIRELESS

August 2014 to October 2015

Triaging high volume of inbound calls and providing high-quality customer service on both routine and unique in nature calls. Conducted tier 1 troubleshooting with billing, service and equipment issues.

Education

High school or equivalent

Skills

- Ability to multi-task and maintain relationships with multiple clients both new and existing.
- Ability to handle large work volume while maintaining focus on customers.
- Strong negotiating and organizational skills
- Excellent verbal and written communication skills
- Proficient in MS Office Suite
- Leadership
- Talented at client retention
- Adaptability
- Data Entry
- Order Processing
- Word
- Project Management
- Customer Service
- Time Management (4 years)

Assessments

Customer Service — Highly Proficient

November 2019

Identifying and resolving common customer issues.

Full results: https://share.indeedassessments.com/share_to_profile/bbf4ddb2102183f17b8c059f17dd34e2eed53dc074545cb7

Verbal Communication — Highly Proficient

October 2019

Speaking clearly, correctly, and concisely.

Full results: https://share.indeedassessments.com/share_assignment/gf4qljbgcb25wgj

CRM Skills with Salesforce — Highly Proficient

February 2019

Measures a candidate's ability to demonstrate a knowledge of Salesforce objects, fields, and processes.

Full results: https://share.indeedassessments.com/share_assignment/jtye7rgmvcfnow62

Email Skills — Expert

February 2019

Measures a candidate's ability to effectively compose and organize email messages.

Full results: https://share.indeedassessments.com/share_assignment/ovqxb8bc5opcdwue

Basic Computer Skills — Expert

February 2019

Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems.

Full results: https://share.indeedassessments.com/share_assignment/qvtmkky-nzvekn1m

Management & Leadership Skills: Planning & Execution — Highly Proficient

February 2019

Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals.

Full results: https://share.indeedassessments.com/share_assignment/dzhomjj-t6ad4axd

Technical Support Skills — Highly Proficient

February 2019

Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function.

Full results: https://share.indeedassessments.com/share_assignment/j5fmbavs8xftthvi3

Call Center Customer Service — Highly Proficient

January 2020

Applying customer service skills in a call center setting.

Full results: https://share.indeedassessments.com/share_to_profile/3db59e9d5370bfc07955ac6605301060eed53dc074545cb7

Customer Focus & Orientation — Highly Proficient

January 2020

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/95736d6aa907f54485049c16dc931e56eed53dc074545cb7

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.