

Savannah Walbom

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Work Experience

Customer Service/Tech Support Professional

Comcast Universal Corporation
2018 to Present

Troubleshoot internal and external telecommunication to identify the most effective solution
Managed networks and account services focusing on problem solving and personalized customer support
Provide a positive customer experience with communication, service and passion to drive business results

Business Analyst Intern

Encompass Technologies
June 2016 to September 2016

Established network connection between encompass hardware and Encompass software.
Managed call volumes while balancing and meeting customer needs.
Developed training manual to implement a driver return at a distributor
Tested bugs and resolved bugs in purchasing, warehouse, CRM, and accounting software applications.

Education

Bachelor of Science in Computer Information Systems

Colorado State University - Fort Collins, CO
May 2016

Skills

- **INFORMATION SYSTEM EXPERIENCE PROFILE:**
Analytical problem-solver with three years of information technology, customer service and management experience
Familiarity in planning, monitoring, and managing data collection
Experience translating business requirements into a strategic solutions
Upholding integrity in technical systems configuration and issues to provide quality assurance
Strong technical, written and communication abilities with strong problem-solving skills.
Excellent multitasking and time management skills with understanding of accounting processes and principles
- Software Troubleshooting
- Technical Support
- Help Desk
- Operating Systems
- Accounting Software
- Business Analysis