

# Suzanne Hollenback

## **Sales and Technical Support**

Forkston, PA

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570-266-0010

Highly motivated self-directed sales and technical support professional with a background in operation management and customer service with over 20 years experience. Skilled in trouble shooting and diagnosing hardware and software issues Maintain a high level of professionalism patience and efficiency to minimize customers dissatisfaction and increase customers loyalty. Individual who can get the job done as part of a team or with little or no supervision.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Manager**

Auto Glass Unlimited - Tunkhannock, PA

July 2015 to Present

Customer Service researching correct parts and ordering auto glass from wholesaler .

Working with Insurance company claims and billing issues

Scheduling appointments, Invoicing, Faxing, Emailing, Answering Phones, Collecting Payments and applying payed invoicing to program. Making out Bank Deposited slips. Closing and securing store each night.

### **Sale and Technical Support**

April 1999 to April 1999

### **Sales and Technical Support**

Ace Signs LLC - Dallas, PA

- Work-at-Home multitasking, order taking, processing, graphic designing using Flexi software and Roland printer.
- Address customer orders, designed and delivered orders in a timely manner.
- Built and maintain successful relationships with service providers, dealers, and customers

### **Owner/Store Manager/Customer Service**

RNS Computers INC - Dunlap, IL

- Provided over the phone technical support worked with caller to diagnose and repair hardware issues
  - Custom built computers and repaired I phones
  - Interface with customers to identity sales needs. Facilitate trade in transactions and optimize customers experience
- Hiring employees

## Education

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## **Nursing**

Illinois Central College - East Peoria, IL  
1998 to 2000

## Skills

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Internet Explorer, Microsoft Office, MICROSOFT WINDOWS, MS OFFICE, Quick Books

## Certifications/Licenses

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## **CDL Class B**

## Additional Information

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### Relevant Skills

Apple I Phone and I Pad repair

Knowledge in Computer Hardware replacement

Knowledge in Windows 98, Windows 2000, Windows Vista, Windows XP, Windows7, Windows 8.1

Proficient in Quick Books, Microsoft Office, Flexi Design Software, Internet Explorer, Gmail