Alicia Moreno

CUSTOMER SUPPORT SPECIALIST

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SUMMARY

Customer support specialist with 4 years of email, chat and phone support for B2B software and payments products, now resolving 45 Zendesk tickets a day for a scheduling platform. Handles troubleshooting for login, integration and billing problems, writes clear help center articles and keeps a 96% CSAT score. Works closely with engineering through Jira.

SKILLS

Customer Support • Zendesk • Troubleshooting • Help Center Articles • Jira • Salesforce • API Integrations

Excel • Problem-Solving • Empathy

EXPERIENCE

Customer Support Specialist 05/2024 - Present

Hill Country Software Austin, TX

Workforce scheduling platform used by 2,500 restaurants and clinics.

- Resolve **45** Zendesk tickets a day on logins, shift imports, payroll integrations and billing questions from managers.
- Diagnose API and payroll sync errors with log tools, escalating only 8% of tickets to the engineering team.
- Write and update 60 help center articles, lowering repeat questions on the top 10 support topics by 20%.
- Maintain a 96% CSAT score and a 3-hour first response time, reporting weekly ticket trends to product in Excel.

Customer Support Representative 08/2022 - 04/2024

Brazos Payments Austin, TX

Card terminal and payment processing provider for 9,000 small merchants.

- Supported 400 merchants a month by phone and chat with card terminal setup, payout timing and fee questions.
- Diagnosed card reader and Wi-Fi faults remotely, solving 85% of hardware tickets without shipping a replacement.
- Logged recurring defects in Jira, giving the product team the data behind 3 terminal firmware fixes in 2023.
- Updated merchant account records in Salesforce after every call so billing and risk teams worked from the same facts.

EDUCATION

Bachelor of Business Administration 05/2022

Texas State University San Marcos, TX

Management Information Systems