

Tacora Houston

Tech Support Tier 1

Dallas, TX

tacorahouston@outlook.com - 2146945652

Extraordinary Customer Contact/ Support Specialist seeking a position in a great company where my experience and innovated motivated thinking can benefit my employer and our future.

Willing to relocate to: Dallas-Fort Worth, TX

Authorized to work in the US for any employer

WORK EXPERIENCE

Tech Support Tier 1

Teleperformance/ Samsung - Dallas, TX - February 2016 to June 2016

Taking inbound calls from Business account holders for repair/replacement of monitors/tvs

Created/ Updated on all B2B accounts

Handles all technical troubleshooting questions pertaining to the monitor/LFD

Set up tickets using the company ticketing system for technicians to work at site

Email clients any information about the monitor and any repair services needed

Account Manager

Teleperformance/Dell Computers - Dallas, TX - October 2015 to February 2016

Research and scrub all accounts for accuracy

Research all company data via company tools

Create and send out quotes for all purchases

Perform outbound sales calls business to business

Product Knowledge of Dell merchandise/systems

Working knowledge of Microsoft Office Suites

Build relationships with Businesses heads of Departments

Update and create clients' accounts

Send emails to potential and current clients

Vice President/ Personal Assistant

Eldridge Mart& Company Marketing - Dallas, TX - August 2014 to August 2015

Creating Marketing plans

Creating and sending out invoices for business services rendered

Overseeing all daily business operations

Setting up and conducting business meeting among clients

Promotions\ Advertising\ Branding

Direct Sales from Business to Business

Managed all travel arrangements for business/personal trips

Overseen all financial documents and transactions

Payroll Technical Support

Rose International/ Fujitsu America Inc - Richardson, TX - May 2014 to August 2014

Insuring the Wireless Encryption is updated for the entirety of TJX Corporation's North American infrastructure.

Accurately and actively used Active Directory to locate and identify employees.

Troubleshooting all markdown devices for TJX Corporation's
Identifying any outstanding wireless equipment and resolving all encryption barriers

Payroll Technical Support

Intuit - Plano, TX - December 2012 to January 2014

Billing, Account Payable Account, Receivable Experience
Basic knowledge of billing processes and accounts receivable
Basic knowledge of Microsoft Office Suite
Troubleshoot QuickBooks Payroll system
Updated all QuickBooks to current version
Billing, Account Payable Account, Receivable Experience
Basic knowledge of billing processes and accounts receivable
Basic knowledge of Microsoft Office Suite
Assisted ProAdvisor Accountants with their bookkeeping and books
Working knowledge of federal and local state taxes

Technical Support Representative

Ameritraining Inc - Richardson, TX - 2012 to 2013

Technical Support

IP TV - August 2010 to November 2011

Implementing and Supporting Microsoft Windows XP Professional
Accurately configured Outlook for email
Properly troubleshoot Windows XP, Vista and Window 7
Analyzed/Solved technical problems with problem solving skills
Identify and act on recurring customers conflicts
Provided advanced technical support on operations
Conducted analysis and troubleshoot via telephone for High speed internet/ IP TV
Provided excellent customer service while navigating through several environments
Preformed data processing on customers' accounts
Set up dispatches for field technicians for client at home repairs on voice, data, IP TV

EDUCATION

Business Management

Independence University - Dallas, TX

SKILLS

Microsoft Office (5 years)

CERTIFICATIONS/LICENSES

A+ Certified

Network+ Certification

Microsoft Server 2003

ADDITIONAL INFORMATION

Skills:

- Technical Support Customer Service/ Data Entry
- Windows XP, Vista, 7, Windows 8 Computer Terminology
- Microsoft Office Suites 2007/2010 QuickBooks
- Troubleshooting Outlook Express 2003/2010 A Plus
- 30 WPM 10 Key by Touch/Sight Networking Plus
- Citrix Tools/ Oracle Microsoft Server 2003
- Basic knowledge of Billing, Account Payable, Account Receivable Ericom Systems
- Citrix Ticketing Systems Remote Desktop Connection
- Advertising/ Branding/ Marketing Direct / Retail/ Promotional Sales