

Velda Christensen
www.novapages.com

Qualifications

Valuable blend of technical support, interface design, and production skills and experience; cross-functional expertise in diagnostics, process design, and problem solving; customer service team training, motivation, and management; systems, marketing, and site design troubleshooting and development.

Demonstrated proficiency in: information management, records database creation and maintenance; meeting deadlines and working within budgets; developing and implementing innovations while maintaining traditional response protocols.

Strong independent performance, highly skilled team work and leadership; consistently collaborative approach to clients and staff at all levels, from resolving simple usage issues to troubleshooting networks, processes, and systems.

Specialties

- Multiple task management; multiple response development and maintenance
- Process design and implementation; team training, management, and motivation for best results in client satisfaction and economy of time
- Troubleshooting and solving escalated technical issues; client rescue; experience in hardware, software, drivers, networks and operating systems
- Successful website design and production with rapid project turnaround time
- Superior communications skills and client care in all situations

Achievements

- Significantly increased accuracy, service capacity, and profitability through system and process updates. Discerned and prioritized issues; effectively coordinated, implemented, and documented solutions
- Trained and supervised technician team to consistently surpass call volume expectations while staying under the expected ratio of customer callbacks
- Created and maintained support website that successfully enabled computer-savvy clients to bypass phone support and help themselves in regard to frequently asked questions, markedly decreasing tech call volume
- Awarded for excellence in customer service

Experience

Livehelp Online Support (Offsite)	08/04 - Now	Hands On Web Hosting
Freelance Design & Web Production	03/01 - Now	www.novapages.com
Level II Tech / Support Analyst	08/03 - 08/04	iLinc Communications
Helpdesk: Technical Support	08/99 - 11/01	Telescan LC (Kinnexus MLS)
Supervisor, Technician Levels I & II	03/97 - 06/99	Techserv Systems Inc.
ESL Teaching Intern, Voronezh Ru.	08/96 -12/96	International Language Program

References Upon Request

"I am very impressed with the patience, kindness, and caring that your tech Velda has shown to me. She is the kind of person that everyone in your department should endeavor to be. I am really impressed with your having a person of her caliber on your staff."

- John Fortiner, Client

"As a Quality Assurance Director, I was privileged to have Velda as a Tech Support resource. She is one of the brightest, and most dependable people I have ever worked with. I learned early in our relationship that I could count on her, and she never let me down."

- Perry Kassing, QA Director

"I have never in all my sixteen years of computing, and having had many, many contacts with Tech Support people been so completely amazed at one person's dedication to a company and its customers. Velda is a PERFECT example of what customers are looking for in technical support service. In fact, her dedication is much more than anyone could ever expect."

- Joan Osburn, Client

"Next time you see your boss, let him know that some folks "back east" were just absolutely delighted to work with you, that you were knowledgeable, helpful, friendly, and accessible. Darned rare to find that anymore."

- Dupont IT Department

"What set Velda apart in my experience was that I could sense that she made my goal her goal. She was willing to do whatever it took to get my system working properly. And she was willing to do so with a patient and kind attitude throughout."

- Richard Meyers, Client

"Velda was patient, reassuring, helpful, competent, and effective. I hope all your techs are as good."

-David Carter, Client