

Rakesha Bass

Customer-Focused Technical Support Specialist

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Professional Summary:

Experienced customer service professional with a strong track record in managing live chats and tickets, consistently achieving high CSAT scores. Skilled communicator adept at collaborating with teams to resolve issues efficiently. Proficient in Microsoft Office, Zendesk, Salesforce, and Twilio. Recently completed intensive training in end-user desktop support, enhancing technical expertise and adaptability in dynamic environments. Strong communication, documentation, analytical, and problem-solving skills complemented by a detail-oriented approach to assignments

Professional Certifications:

CompTIA A+ Certification

(Expiration May 2027) [View Badge](#)

Coursera Google IT Support Certificate

(May 2024) [View Certificate](#)

Training & Education:

Per Scholas (Feb - May 2024)

Instructor-led, end-user desktop support remote training with over 400 hours in a classroom setting for 12 weeks and a 10-week session with a professional development coach. Professional development utilizes the application of past experiences to develop learners in areas of their resume, behavioral interviewing, professional leadership, and technical interview skills. Learning develops an ability to assemble, refurbish, upgrade, configure, and troubleshoot personal computers with IT service management best practices and enhanced customer support through ServiceNow. Technologies learned include Windows, Mac OSX, Linux/Unix, iOS, Android, ServiceNow, ITSM with ITIL, Microsoft Office 365, and Active Directory.

University of North Carolina at Pembroke

Bachelor of Science in Mass Communications concentration in Public Relations, Minor in Marketing

Technical Skills (Or Skills):

- Microsoft Office (Excel, PowerPoint, Word)
- Microsoft Teams, Slack, Basecamp, Twilio
- Zendesk, Oracle, Back Office
- Regulations, Compliance
- Customer Support and Escalations
- Call Center Environment
- Excel (VLookups, Pivot Tables, Data Analytics)
- Knowledge Base Research, KB Articles
- Salesforce
- Billing, Phone, and POS Systems
- Communication (Chat, Email, Phone)
- KPIs (AHT, QA, CSAT)
- Data Entry
- Technical, Email, Chat Support

Recent Work Experience:

Delivery Support Specialist, Veho Tech, Inc. (Feb. 2023 – Oct. 2023)

- Helped manage drivers and customer delivery assistance via queue-based live chats, averaging a volume of 14,000 to over 20,000 daily as directed by management
- Communicate with driver partners and customers via text and in-app messaging.
- Troubleshoot driver problems and coordinate solutions
- Collaborate with cross-functional teams to resolve issues
- Monitor internal channels to support various business areas
- Identify areas of improvement and provide feedback
- Assisted in maintaining a 90% or above on CSAT metrics and team KPIs

ICQA Fulfillment Center Associate, Amazon (Aug 2022 – June 2023)

- Conducted regular audits of inventory levels to ensure accuracy and identified and resolved discrepancies
- Monitored and reported on inventory-related issues to management
- Trained other associates on inventory control processes and procedures
- Implemented and maintained inventory control processes and procedures to ensure the quality and accuracy of inventory.
- Worked independently and in a team environment to ensure inventory accuracy and quality

Technical Support Mod Contractor, ModSquad (Sep 2020 – June 2023)

- Supervised a daily average of 50 tickets customer help-desk tickets using Zendesk, employed macros, and managed projects utilizing resources such as guides or knowledge base articles via Basecamp
- Communicated with team members and management through email, Slack, and web-based meetings
- Collaborated with teams to create a standard method of service to establish resources and solutions to resolve issues
- Worked closely with our clients to create necessary access to tools and backend services for customer resolutions
- Troubleshoot customer issues with billing, ordering systems, passwords, and technical issues online or app-based