

Timothy Blasingame

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Oklahoma City, OK

Technical specialist with experience in telecommunications and network infrastructure, exceptional at troubleshooting desktop and mobile operating systems. Proficient in analyzing and resolving complex technical issues. Committed to improving customer satisfaction and building strong relationships with clients and colleagues.

KEY COMPETENCIES

Technical Support
Software Development
Cloud Computing

Network Infrastructure
Data Analysis
AI Model Training

ServiceNow
Microsoft Excel
SQL

RELEVANT EXPERIENCE

Cox Communications

November 2023 - May 2024

Technical Support Specialist

- Provide excellent customer service while diagnosing internet and cable related issues with customers via phone and chat.
- Research and escalate trending issues, utilizing a ticketing system to document follow-up actions when necessary.
- Met or exceeded all KPIs such as first call resolution, customer sentiment, and average handle time.

Costco

January 2023 - November 2023

Customer Service Representative

- Assist customers in navigating Costco's website, resolve concerns regarding placed orders and warranty information.
- Ensure a smooth user experience that minimized frustration by finding and escalating issues such as incorrect information on product listings and missing or misapplied promotions and discounts.
- Utilized CRM software to accurately document customer interactions, ensuring comprehensive and up-to-date records for future reference and analysis.
- Aid customers by troubleshooting technical issues, providing step-by-step instructions and guiding them through the resolution process.

Verizon - Cellular Sales

June 2020 - June 2022

Sales Representative

- Deliver exceptional customer service for Verizon's premier retailer, ensuring a positive and personalized experience for every customer.
 - Cultivate strong relationships with customers, actively pursuing personal and business accounts to drive sales and revenue growth.
 - Attentively listen to customer concerns, needs, and preferences, leveraging expertise to provide tailored recommendations on the most suitable plans and devices for their specific requirements.
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EDUCATION

Oklahoma State University - Institute of Technology

Associates in Applied Science - Information Technology

- 3.9 GPA, NSLS Honor Society