

Elycia R. King

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Atlanta, Georgia

INTERNAL TECHNICAL TRAINER

Internal Technical Support Trainer with 5+ years of experience managing technical services & support operations in house. Proven successes in implementing innovative technical support strategies through Customer Support tactics and improved training. Managed company social events and attended RE+ trade shows. Throughout the years, individual work received many different awards, most recently, sonnenHero 2021 for outstanding customer service. I am certified in Microsoft Azure, AWS Cloud, and Oracle.

KEY COMPETENCIES

Hard Skills

- *Software:* Salesforce, Zendesk, Excel, MS 365
- *Techniques:* Calculus, SQL Query, Regression Analysis, Data Visualization

Soft Skills

- *Leadership:* Problem-Solving, time management, and allocation
 - *Communication:* Brevity, clarity, and transparency
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PROFESSIONAL EXPERIENCE

sonnenUSA

May 23' - Present

Internal Technical Trainer

- Standardized technical documents of current procedures for current projects that were published on the company's internal support site (The Wiki) reducing documenting time by 50%.
- Conducted & implemented complex service training for domestic service and VPP reps which led to saving an estimated \$15,000 - \$25,000 per year.
- Led the USB programming service to ensure our fleets were equipped with the latest firmware at the time. Daily use Python and Ruby through the software PuTTY for daily coding purposes

Technical Service Representative

Mar 21' - May 23'

- Ran and completed 20+ support tickets daily with a 98.5% success rate, & demonstrated best practices for ticket management concerning verbiage which decreased resolution time by 30%.
- Directed the process of incoming requests through our answering service Five9 and withheld a 85% first call issue resolution.

Tarchitects

Mar 21' - May 23'

Front End Web Developer

- Implemented reformations that reduced response and resolution time for troubled tickets from several weeks to 1-2 days.
 - Provided cost-effective support solutions to staff and employees which reduced IT assistance spending by 30% annually.
 - Administered controlled maintenance to offices' LAN/WAN stabilizing down-time at 6%.
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EDUCATION

Gwinnett Technical College

Lawrenceville, Georgia

Major in Marketing Management, Minors in Cloud Computing

Aug 2018 - May 2020