

James Herrera

Technical Support Specialist

jhhjames.herrera@yahoo.com | www.linkedin.com/in/jamesbherrera
Albuquerque, New Mexico, 87109, USA | 505-526-3357

A results-oriented professional with a solid foundation in financial management and client services. Known for customer-centric professionalism, resulting in a significant 15% decrease in overdue accounts. Graduated with honors, demonstrating a dedication to excellence in academia and the workplace.

Work Experience

Technical Support Specialist

Apr 2022 - Present

Concentrix | Albuquerque

- Oversaw customer credit lines, driving a 15% reduction in overdue accounts and ensuring prompt payments.
 - Analyzed data to identify financial trends and optimize performance.
 - Partnered with clients to create customized financial strategies, improving their financial well-being.
- personalblock5/
- Languages
 - English

Customer Advisor II

Apr 2020 - Aug 2020

Concentrix | Albuquerque

- Provided exceptional customer support via phone and online channels, resolving technical and billing inquiries with the utmost empathy and professionalism.
- Specialize in troubleshooting QuickBooks Desktop issues, maintaining computer servers, and escalating complex resolution cases.

Core Skills

Leadership, Problem Solving, QuickBooks, Technical Support, Customer Support, Emotional Intelligence,
Apr 2022 - Present, Customer Advisor, Concentrix, Albuquerque,

- Provided exceptional customer support via phone and online channels, resolving technical and billing inquiries with the utmost empathy and professionalism.,
- Specialize in troubleshooting QuickBooks Desktop issues, maintaining computer servers, and escalating complex resolution cases.,
- Ensured compliance with company standards by upholding a professional and confidential workspace., - Installed, configured, and maintained software and hardware for customers, guaranteeing seamless operations.,
- Expertise in diagnosing software and hardware issues, offering solutions that enhance customer satisfaction.,
- Balanced work-life effectively, consistently meeting and exceeding performance metrics.

Education

Western New Mexico University

Oct 2024 - Oct 2024

Bachelor of Arts Psychology

Southern New Hampshire University

Sep 2022 - Aug 2024

Associates of Science Criminal Justice

GPA 3.6

Languages

English (*fluent*)