

# Christopher Trejo

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## PROFESSIONAL SUMMARY

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Experienced Customer Support Specialist with a proven track record in delivering exceptional service and technical support across various industries. Skilled in utilizing ticketing systems and communication platforms to efficiently manage and resolve customer inquiries. Demonstrated expertise in mentoring junior staff, updating knowledge bases, and contributing to product development. Passionate about AI, machine learning, and technology trends.

## PROFESSIONAL EXPERIENCE

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### UPLISTING.IO

#### Customer Support Specialist

(Remote)

July 2023 – April 2024

- Provided exceptional customer support for users of Uplisting.io, addressing and resolving platform-related issues across technical, product, and general inquiries promptly and efficiently.
- **Resolved over 250 support tickets per month**, achieving a 98% customer satisfaction rate through Intercom and Linear ticketing, ensuring timely resolution and high customer satisfaction.
- Collaborated effectively with internal teams, including engineering, product, and development, using Slack and Google Meet to streamline communication and problem-solving processes.
- Conducted API debugging and collaborated with engineering teams to resolve technical issues, enhancing platform functionality and user experience.
- Updated FAQ and knowledge base resources, contributing to improved user self-service and reducing support volume by enabling customers to resolve common issues independently.
- Submitted feature requests and feedback based on user interactions, aiding in the continuous improvement and development of Uplisting.io.
- Leveraged AirDNA's short-term rental data analysis to provide valuable insights, informing customer support strategies and decision-making processes.

### CREATIVE ZONE GROUP

#### Customer Happiness Specialist

(Remote)

June 2022 – June 2023

- Responded to client inquiries via Zoho Desk, phone, chat, and email, providing timely and accurate assistance to ensure high customer satisfaction.
- **Handled an average of 40 client inquiries daily**, maintaining a 95% customer satisfaction score.
- **Reduced ticket resolution time by 35%** by streamlining the support process and implementing a prioritization system.
- Gathered customer feedback and collaborated with Product, Sales, and Operations teams to improve service offerings and enhance customer experience.
- Mentored and managed junior customer support representatives, ensuring their successful integration and career development through effective coaching and guidance.
- **Conducted training sessions** for over 20 team members, leading to a 20% improvement in team performance.

### APPLE

#### Customer Support Specialist (L1 Team)

(Hybrid)

April 2018 – January 2022

- Delivered exceptional customer service by promptly addressing inquiries and resolving technical issues related to iOS, ensuring high customer satisfaction.
- Utilized Apple's knowledge-based articles and community forums to identify and provide solutions to iOS bugs, demonstrating strong problem-solving skills.
- Communicated with an average of 30+ customers daily, ensuring their problems were effectively resolved with empathy, accuracy, and responsiveness.
- Promoted Apple services and products, leading to a 15% increase in 1st and 2nd quarterly Apple Care+ sales, showcasing effective product promotion and sales support.
- **Identified and reported 50+ iOS bugs**, significantly contributing to software improvements and user experience while collaborating with the software development team.

## SKILLS AND INTERESTS

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### Skills

- **Customer Support & Issue Resolution:** Expert in resolving technical and non-technical customer inquiries with a focus on efficiency and customer satisfaction.
- **Technical Troubleshooting:** Proficient in diagnosing and resolving complex technical issues, leveraging knowledge-based articles, and community forums.
- **Communication & Interpersonal Skills:** Strong ability to communicate effectively with clients, cross-functional teams, and stakeholders, ensuring clear and empathetic interactions.
- **Relationship Building & Client Engagement:** Skilled in building lasting client relationships, enhancing engagement, and improving customer retention rates.
- **CRMs & Ticketing Systems:** Experienced with Zendesk, Zoho Desk, Intercom, and Linear, adept at managing and escalating support requests.
- **Communication Platforms:** Proficient in Slack, Microsoft Teams, Zoom, Genesys Cloud, and Loom, facilitating seamless remote collaboration and communication.
- **Automation Tools:** Experienced with automation tools like Zapier to optimize workflows and improve efficiency.
- **Data Analysis:** Proficient in analyzing large datasets to extract actionable insights and inform strategic decisions.

### Interests

- AI & Machine Learning
- Community Engagement
- Cloud Computing
- Technology Trends

## EDUCATION

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THE BRITISH UNIVERSITY IN EGYPT  
*Bachelors in Chemical Engineering*

Egypt, Cairo  
2008 - 2013