Jennifer Bozyan
Entry-level Flight Attendant

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WORK EXPERIENCE

Frame.io - Customer Support
2019 - current   Austin, TX

- Provided timely support for an average of 52 customers per day, responding to phone calls, emails, and chat messages
- Identified customers' issues, guided them through solutions, and offered additional support and references for future use, increasing customer satisfaction by 28%
- Resolved workflow solutions and wrote 17 internal documents to instruct new hires, increasing technical efficiency by 49%
- Trained 4 new customer support hires, decreasing time-to-productivity by 41% and increasing employee retention by 9%
- Informed customers about subscription packages, increasing subscription package purchases by 11%

Postscript - Customer Support
2018 - 2019   Austin, TX

- Provided technical support for SaaS via phone, email, and chat, communicating with an average of 43 customers per day
- Networked with previous customers through email and chat messages to determine areas of concern, reporting technical issues and customer concerns to team members
- Tracked technical issues and solved 99% of problems within 1 day
- Collaborated with 3 team members to streamline communication processes, increasing efficiency by 28%

EDUCATION

University of Texas at Austin - Bachelor of Arts, History
2016 - 2020   Austin, TX

SKILLS

- Verbal Communication
- Collaboration
- Adaptability
- Sales
- Customer Support
- Money Handling
- Conflict Resolution