

Tiana McKee

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Technical support professional with telecommuting experience eager to join Team Edgar.

As an avid participant in social media, I recognize the importance of building & maintaining an active & responsive online presence, which is crucial to promoting visibility in today's competitive marketplace. With my technical & customer support experience, I bring a focus on customer satisfaction, retention & educating clients of the value of the tools & community, while also addressing any further needs that arise.

Experience

October 2015 – May 2016

Zero Chaos

*North Las Vegas, NV
Telecommute Position*

Tester

Evaluate & categorize data sets according to specified criteria for a leading search engine company. Test experimental functions of new features, software & updates to existing services prior to live roll-out. Assess generated content, analyzing weighted vector inputs to improve function approximation algorithms in query relevance output program.

November 2011 – April 2015

Appen

*North Las Vegas, NV
Telecommute Position*

Annotator

Annotated data sets with specific coding in reference to supplied client guidelines, to evaluate the relevance of ads & landing pages to queries, in order to improve search engine results & performance. Participated in periodic calibration training meetings for updated specifications & new project launches.

July 2010 – October 2010

Centurylink

*North Las Vegas, NV
Telecommute Position*

Internet Help Desk

Provided customer service & support through phone, chat, email & forum moderation. Configured home network setups to satisfy customer expectations based on specified needs. Resolved customer technical issues & educated customers on supplemental product offerings to increase satisfaction & customer loyalty.

July 2007 – May 2010

Sprint

Las Vegas, NV

Technical Support

Resolved complex back end voice & data issues with focus on client satisfaction & lasting solutions. Provided network support on CDMA, iDEN & WiMAX platforms involving hardware, software, network issues & processing trouble tickets submitted by other departments. Created & launched process guidelines in knowledge database for iDEN network troubleshooting & influenced improved ticket process scripting in Clarify Ticket Management Systems (CTMS).

August 2009 – January 2010

Leapforce

*Las Vegas, NV
Telecommute Position*

Search Evaluator

Research, evaluate & submit feedback on search engine results. Measured the relevance & usefulness of landing pages in relation to specified guidelines, & provided comparative analysis of search engine results for supplied data sets.

December 2005 – June 2007

Teleperformance

Fishers, IN

Technical Support Supervisor

Supervised team of tier II technical support representatives. Handled rotating center operations management duties including service level monitoring, schedule compliance auditing, floor staffing analysis & forecasting, & maintaining queue load with Call Center Management System (CCMS) software. Improved call-time analysis process for predicting call drivers & implemented & mentored agents on quick support solutions. Created & maintained troubleshooting knowledge base documents & trained representatives on Ensemble Ticketing software & Remedy ITSM software.

Education

Associate of Applied Science, Computing & Information Technology

May 2012

College of Southern Nevada