

Sando Sarah

USA, Phoenix, AZ

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Skills

- Strong problem-solving & troubleshooting skills with the ability to analyze complex issues and identify creative solutions.
- Natural ability to quickly understand and adapt to new technologies and processes, allowing me to take on new challenges confidently.
- Empathetic mindset with a customer-centric approach.
- Self-directed remote worker accustomed to managing workload and priorities.
- Exceptional organizational skills, including detailed documentation and follow-up.
- Skilled in communicating effectively and professionally with customers through various channels and platforms.

About Myself

- Constantly pushing to learn something new - currently self-learning HTML, CSS, JS, Python etc.. to explore an interest in front-end developing
- Love exploring the beautiful hiking trails of Arizona (when it's not too hot!)
- Enjoy getting creative with design using Adobe Illustrator and Photoshop
- Always interested in personal development and exploring the fascinating world of psychology
- Food enthusiast with an appetite for diverse cuisines; rice aficionado on a mission to taste every cultural variation
- Cat and dogs – give me animal hugs

Work Experience (most recent, relevant and that can fit on one page)*

Progressive Insurance (2018-2022)

Specialty Team Lead/Coach (2020-2022) Remote

- Conducted daily call audits to evaluate Service Agents' performance using company metrics.
- Maintained an organized and detailed documentation of 6-8 Agents at a time using an Excel-based calibration sheet to align with technical performance goals.
- Troubleshoot performance issues and fostered career development by creating and tracking action plans.
- Wrote help content to simplify daily tasks, improving agent performance and confidence on the job.

Specialty Product Tech Support/ Specialty Product Support Lead (2019-2020) Remote

- Provided prompt and efficient support to internal and external customers via chat, email, and phone channels regarding the company UBI program, mobile, and device applications by handling technical issues and general inquiries.
- Managed incoming requests and follow-up tickets in a balanced manner to ensure complete resolutions.
- Collaborated to write and implement new training materials and knowledge-based procedures resulting in improved workflow and efficiency. Trained new team members on technical support processes and procedures, resulting in a 30% reduction in call escalation.
- Advocated for product improvement by collaborating closely with the development team to ensure the timely resolution of technical issues and bugs while continuously seeking ways to enhance user experience.
- Adapted quickly to new technologies and software tools to ensure the highest level of technical support for customers.

Insurance Customer Service Rep. (2018-2019) Remote

- Delivered exceptional customer service regarding car insurance policies by troubleshooting and resolving concerns while ensuring company and state compliance.
- Created and hosted PowerPoint presentations to 80+ attendees, including leadership and service representatives, on empathic call handling and effective offer placement for additional coverage protection resulting in a 60% increase in offer acceptance rate after attendance.

Education

Current

Psychology B.A.

ASU (Arizona State University)

Prior

Associate in Arts

FIDM (Fashion Institute of Design & Merchandising)

*additional work experience available upon request