

Constance McEntee

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• Customer Service	18 years
• Professional and Technical Writing	18 years
• Quality Assurance Testing	18 years
• Addressing Customer Escalations	14 years
• Call Center Operations	10 years
• Upselling	10 years
• Inventory Control	6 years

Customer Support Analyst Athenahealth, 2004 – 2014

Assisted customers with purchasing, downloading, and configuring Epocrates for Apple and Android smartphones through phone, chat, and email contacts. Escalated callers as needed and addressed escalated issues. Maintained FAQ library and customer support team reference materials.

Accomplishments:

- Created formal customer service escalation process
- Led effort to standardize FAQ maintenance process
- Led effort to standardize customer support response library

Technical Support Engineer Internet Security Systems, 2000 – 2004

Assisted second-level customer support team in the escalations they took from the first-level team. Trained junior staff, maintained FAQ library and support team reference materials, and worked closely with engineering to correct bugs in support of the customers.

Accomplishments:

- Created customer support team intranet web site
- Assumed responsibility for FAQ library
- Wrote customer support training documentation

Technical Support Analyst DMB Consulting, 1997 – 2000

Assisted customers with daily use and maintenance of the DataExpress file transfer facility through phone and email contacts. Maintained inventory control of backup tape library, as well as performed some simple coding tasks.

Accomplishments:

- Restructured tape library
- Created backup scripts to ensure data integrity
- Documented customer support and tape inventory control processes

Education

- Pacific School of Religion, Berkeley, CA – Current
- University of Phoenix Online