

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