

PROFILE

Energetic, personable, and reliable with history of cultivating lasting partnerships. An aptitude for disseminating extensive content and challenging concepts into simple, client-focused solutions to achieve goals & objectives.

CONTACT

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Lehi, UT 84043

PROFICENCY & SKILLS

Skilled in Windows & IOS Environments

Microsoft Office 2007 / 2010 / 365

Siebel / Salesforce / Jira

Adobe Creative Suite

HTML, HTML5, CSS & WordPress

JavaScript, jQuery & PHP

End-User Remote Assistance

Bomgar / TeamViewer / Log Me In

MDaemon Email Messaging Server

INTERESTS

- Painting (Digital & Acrylic)
- Knitting
- Hiking

REFERENCES

Available Upon Request

LA CRESHA CURTIS

PRODUCT SUPPORT SPECIALIST

WORK EXPERIENCE

August 2015 - Present

📍 American Fork, UT

Henry Schein ONE | SME, Product Supportability

Expert level technical role with substantial understanding of the Website Manager and Electronic Prescriptions (ePrescribe) products. Applies breadth of knowledge and skillset daily, to complete a wide range of tasks in creative and effective ways.

- Utilizes multiple software applications simultaneously to identify complex problems, proactively offer solutions while working with partners, customers and support agents regarding: domain hosting, site content, email administration and electronic prescription services.
- Coach agents on how to navigate through systems, while mapping current processes and offers recommendations for workflow improvement.

Key Achievements:

- Received Helping Hands Peer Awards: 2012-2018
- Received Scheining Star Compliment (Customer) Awards: 2012-2018

March 2012 - August 2015

📍 Greenville, SC

Henry Schein Practice Solutions | Customer Support Specialist

Responds to inquiries for dental software support in a call center environment through remote assistance software, knowledge base articles, office communicator, calls and email.

- Ability to diagnose, troubleshoot & resolve PC Laptop / Desktop application issues
- Experience in providing end user support utilizing remote management tools
- Ability to perform to diagnose, troubleshoot and resolve end user network connectivity issues

Achievements:

- Designed 2017 Customer Service Week Banners

April 2000 - August 2016

📍 Greenville, SC & SLC, UT

Freelance UI/UX Design | Mochaberry.com

Collaborate closely with clients, colleagues and vendors to create vision, conceive designs, and consistently meet deadlines for both print and web; Producing work from logos / branding, stationery, packaging design, menu boards / large format printing, brochures, folders, direct mail, web interface layouts.

May 2001 - October 2003

📍 Greenville, SC

Customer Service Rep. II & Jr Business Analyst | Computer Sciences Corp.

Third-party administrative support for multiple life insurance & annuities clientele base. Provided verification of exchange requirements, as well as supplied agents' facts on policy surrenders, new business processing, collections and quality control.

- Managed internal billing and insurance reimbursement payment data. Prepared daily batch processing analysis reports within AS/400 system from billing statistics.

EDUCATION

2002-2003

ECPI College of Technology, South Carolina
Earned 30 credits toward an Associate of Applied Science Degree in Computer & Information Science with a concentration in Web Development.