Adair Boettger

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Orlando, FL

PRODUCT SUPPORT PROFESSIONAL

As a Technical Support Specialist with experience in providing comprehensive customer support and troubleshooting, my objective is to leverage my expertise to deliver exceptional product support, resolve technical issues efficiently, and contribute to enhancing customer satisfaction. I am seeking a position where I can utilize my strong problem-solving skills, technical knowledge, and customer-centric approach to provide outstanding support and contribute to the success of the Client Account Management team.

KEY COMPETENCIES

- Technical Problem Solving
- Comprehensive Product Acumen
- Customer Service Excellence

- Meticulous Documentation and Issue Management
- Collaborative Problem Resolution

- Effective Time Management and Prioritization
- Professionalism and Clear Communication

PROFESSIONAL EXPERIENCE

Datto - Kaseya   **Sep 2022 - Feb 2023**
Product Support Specialist

- Provided exceptional technical support and troubleshooting expertise, resolving complex issues promptly while maintaining a high level of customer satisfaction.
- Developed comprehensive training materials and conducted training sessions, empowering customers to effectively utilize product features and troubleshoot common issues independently.
- Demonstrated outstanding cross-functional collaboration skills by working closely with internal teams, including development and quality assurance, to address intricate customer issues and drive successful resolutions.
- Received consistent praise from customers for delivering attentive and professional support, showcasing a vast technical skill set and knowledge while exceeding their expectations.

Pathable - Community Brands   **Sep 2021 - Apr 2022**
Technical Support Specialist

- Resolved technical issues efficiently, providing exemplary customer service and troubleshooting skills to ensure customer satisfaction and maintain a high level of productivity.
- Developed and delivered internal training sessions for new hires, imparting knowledge and best practices to enhance the team's technical competencies and improve overall support effectiveness.
- Collaborated effectively with cross-functional teams, including audio/video production, to monitor and support livestreams, contributing to successful event productions and ensuring seamless customer experiences.
- Received accolades from clients for dedicated and attentive support, as well as for possessing extensive technical skills and knowledge, showcasing a strong track record of exceeding customer expectations.

EDUCATION

Full Sail University   **2017-2019**
Bachelor of Science in Computer Animation