



RICARDO POMALAZA

Technical Support Analyst / IT Support

DETAILS

Elizabeth, NJ

rickpomalaza@gmail.com

Telephone number available upon request

PROFILE

Dedicated IT professional with 2 years of experience in a support analyst role and with a demonstrated history of providing excellent customer service. Ability to work independently and as part of a team. Bilingual, fluent in English and Spanish. Natural problem solver, team player, and fast learner.

EMPLOYMENT HISTORY

Technical Support Analyst (Tier II), Ever.Ag

SEPTEMBER 2021 – PRESENT

As a Technical Support Analyst (Tier II), I aim to deliver high-quality technical assistance to clients who use the supply chain software platforms offered by Ever.Ag. The solutions I support vary from mobile applications and on-farm analytics to manufacturing, scheduling, and receiving software.

Key Responsibilities:

- Develop and maintain comprehensive knowledge of Ever.Ag's software products, ensuring up-to-date understanding of features and functionalities.
- Provide technical support to haulers, producers, and suppliers using Ever.Ag systems.
- Create and manage cases on Salesforce for each customer call, logging all support interactions.
- Investigate and resolve customer issues received via email through the customer support portal.
- Assist clients in setting up their accounts with accurate information for seamless trading and transacting.
- Create contracts for major clients in the dairy industry, as well as finalize settlements.
- Escalate major platform issues to the development team for further investigation.
- Monitor and follow up on escalated cases through Jira and Slack.
- Collaborate with the development team to ensure timely and satisfactory resolution of escalated cases, adhering to service level agreements (SLAs) and customer expectations.
- Create clear and concise documentation, including knowledge base articles and troubleshooting guides.
- Schedule meetings to train and onboard new hires to company internal systems and tools.
- Write intermediate to advance SQL queries to access specific customer data in the relational database.
- Utilize Tableau to generate customer-centric analytics and export data in a readable CSV format.
- Maintain clear and effective communication channels with internal teams for smooth flow of information.

SDS/Logistics Support Associate, Amazon.com

SEPTEMBER 2018 – DECEMBER 2018

Working for Amazon logistics as a shipping & delivery support agent, I provided technical support to on-road Amazon Flex drivers delivering shipments on the Flex app, as well as addressed customer inquiries and concerns. I ensured successful deliveries by helping drivers and shippers with their technical issues over the phone and

through email. The team I was a part of troubleshooted both logistical and technical problems using the package tracking system provided to us and other cloud-based tools.

Key Responsibilities:

- Log all cases into Zendesk to maintain a record of customer interaction.
- Collaborate with cross-functional teams, such as logistics, transportation, and customer service.
- Track Amazon shipments using GPS-based tracking software and geomapping data.
- Contact customers or drivers to resolve logistical issues, ensuring packages were delivered on time and in good condition.

Remote Services Technician, Support.com

MARCH 2014 – DECEMBER 2015

As a Remote Services Technician at Support.com, I mainly troubleshooted networking issues such as connection issues, slow internet speeds, WiFi signal degradation, and router problems. I also offered support to Comcast customers attempting to get their router passwords reset to access their routers.

Key Responsibilities:

- Answer inbound calls from Comcast customers having internet issues.
- Determine the scope of a customer's issue in an effective and professional manner.
- Reset router passwords and help customers get back online after a router misconfiguration.
- Factory reset gateways or install original firmware via ISP remote access software.
- Maintain high level of customer satisfaction with focus on first call resolution.

EDUCATION

Bachelor of Science in Software Engineering, (In Progress), Western Governors University

MAY 2023 – PRESENT

Associate of Science in Computer Information Systems, Union County College

2019 – 2021

AREAS OF EXPERTISE

Technical Support and Troubleshooting

SaaS Software Support

Customer Service

Project Management

Supply Chain and Logistics Knowledge

Technical Training and Onboarding

Mobile Application Support

Technical Documentation

Bug Tracking and Ticketing

Data Analysis and Reporting

Relational Database Management

Data Entry / Data Preparation

SOFTWARE SKILLS

SQL • Python • Tableau • Jira • Salesforce • Excel • Microsoft Access • Oracle SQL Developer

Project Management Tools (e.g. Trello, Slack, Basecamp, Notion) • Microsoft Teams • Microsoft / Office 365

LANGUAGES

English

Spanish

PROFESSIONAL REFERENCES

References available upon request