

Results-driven technical support professional with 6+ years of experience in exceeding goals, KPIs and customer expectations. Skilled in diagnosing and resolving complex issues across web applications, APIs, databases, and third-party integrations. Recognized for exceptional dependability, teamwork, and commitment to learning.

Core Skills and Expertise

- **SaaS & Web App Troubleshooting** | Strong Analytical Skills & Cross-Departmental Communication. High-Energy, Adaptability & Growth Mindset
- **Customer-Facing Technical Support** | Collaborative Issue Resolution and Documentation
- **CRM & IT Management** | Salesforce Administrator & Service Cloud Consultant Credential; Proficient in Jira, Zendesk, Okta, & Confluence
- **Systems & Methodologies** | SQL, REST APIs, DNS, DHCP, Email Protocols. Agile, DevOps & Scrum Methodologies | Expert Proficiency in Microsoft & macOS Systems

Professional Experience

SureCost *Customer Support Specialist* | (2025 - Current)

- Partner with pharmacies and vendor contacts to understand their goals, untangle operational blockers, and make sure they're actually getting value from the platform day to day.
- Manage escalated issues with clear communication and expectations, coordinating internally to drive fixes while keeping customers confident, informed, and moving toward stronger adoption.

Learfield, Inc. *Broadcast Studio Engineer (Part-Time)* | (2024 - Current)

- Oversee live and pre-recorded audio production for various collegiate sports broadcasts, ensuring high-quality syndication and presentation.
- Operate & monitor studio equipment including audio consoles, digital editing systems, & microphones.
- Coordinate live broadcasts with producers, on-air talent, remote engineers, and FCC compliance.

Bullhorn Inc. *Sr. Enterprise Support Analyst* | (2020- 2024)

- Provided advanced SaaS support and account ownership for a group of enterprise clients with an combined ARR exceeding \$4M with a 95%+ renewal rate.
- Diagnosed and resolved complex software issues, collaborating across Product and Engineering departments to drive efficient escalations while exceeding KPIs and Net Promoter Score standards.
- Promoted through three seniority levels (from Enterprise Analyst I) within 1.5 years due to exceptional results, troubleshooting skills and commitment to empathetic communication.
- Monitored and analyzed product usage data, account health indicators, and renewal timelines to proactively align solutions with client objectives and improve retention rates.
- Served as a mentor and Bullhorn Ambassador, leading cross-training initiatives and fostering knowledge sharing.

Kelly Connect Services *Apple Mac+ Support Advisor* | (2019-2020)

- Delivered remote technical support for the complete line of Apple products and software, consistently exceeding customer satisfaction and issue resolution goals.
- Promoted from Tier-1 iOS Advisor within one year for surpassing performance metrics and resolution benchmarks.

Top Shelf Installations *Merchandising Project Manager* | (2017-2019)

- Led multiple merchandising projects across North Carolina, ensuring timely and successful execution for marquee R.J. Reynolds Contractor.

📍 Winston-Salem, NC
📞 (336) 414-5420

Alex Hill

✉ StephenAlexanderHill@gmail.com

Education

Forsyth Technical College *Associate Degree in Applied Science; Business Administration* | 2008-2010
Wake Forest University *Continued Degree Credit Courses; Computer Science* | 2014-2015

Professional References

Tim Bickford - Network Manager, Learfield - (336) 588-5517 - Tim.Bickford@Learfield.com

Matt Hickie - Manager, Bullhorn - (314) 320-6815 - Matthew.Hickie@Gmail.com

Joe Andrews - Dir. of Marketing Ops. Kontoor Brands - (336) 596-3333 - joe.andrews@kontoorbrands.com