

Cover Letter and Resume

Raquel Copeland

ATh 115 – Success for Life and Ministry

Beulah Heights University

Professor Dr. Mae Reggy

February 5, 2020

Dear Hiring Manager,

In today's customer service-oriented society, timely, friendly, proactive service is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service professional to represent you when assisting your valued customers. Attached is my resume as the first step in exploring the opportunity of Senior Customer Support Manger within your organization.

My long-term experience in the service industry has taught me how to meet and exceed each customer's expectations with service that sells. I have assisted all types of customers in a variety of settings. I realize that acquiring and maintaining loyal repeat business as well as spreading the word of your business through these loyal patrons is of the utmost importance in every company. Positioning a support unit for better exposure and greater marketability is a task that I have performed with success, including both internal and external support units.

I am an excellent leader who achieves ongoing success with her teams by building morale, maintaining teams' self-confidence and training them to exceed the customer's expectation by improving their people skills.

It would be a pleasure to interview with you and I look forward to hearing from you soon.

Warm regards,

Raquel Copeland
770-570-8490
rcopeland22@yahoo.com

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4836 Mystere Circle SW
Lilburn, GA 30047

rcopeland22@yahoo.com

Cell: 770-570-8490

- **Dedicated customer support leader with 15+ years of experience** in end-user and healthcare technology environments. Consistently achieve “exceeds” in customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.
 - **Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal achievement. Lead by example and ensure the execution of all call center policies.
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Areas of Expertise

Customer Support Management
Product Support Management
IT Help Desk Management
Front-End Supervision
Incident/Problem/Change Management
Call Center Technology

SalesForce / HEAT / ServiceNow/ Remedy
Remote Software (i.e. Bomgar)
Customer Satisfaction Enhancement
Staff Development
Teambuilding & Training
Process Improvements

Coaching / Mentoring
Complaint Handling & Resolution
Data Flow & Process Mapping
Policies & Procedures Manuals
Report & Document Preparation
Project Management

Professional Experience

08/19 - 01/2020

Northside Gwinnett Hospital Chaplain Intern

Provide spiritual or grief support to patients, family members and hospital staff. Coordinate special requests with various religious organizations upon patient's request. Administer calls and complete paperwork for deceased patients with Medical Examiner's office, LifeLink, and funeral homes.

Brightree LLC - Lawrenceville, GA HME Customer Support Manager

12/17 - 08/19

Managed a virtual support team and oversaw daily tasks. Responded to inquiries, problems, and escalations to assist support team members and customers. Provided daily and monthly reports to Executive Management. Participated in weekly meetings with Product Development regarding software releases and hotfixes. Developed and managed processes and procedures for support teams and cross-functional teams. Scheduled and assigned support cases to employees and followed-up on work results. Monitored and documented performance of team members. Coached team members and co-managers through difficult calls, and intervened personally when necessary. Motivated and encouraged staff through positive communication and feedback. Assessed and planned staffing levels. Maintained accountability to KPIs, and made adjustments as needed. Recognized and conveyed business trends to management team. Served as a model and champion of amazing customer service. Identified opportunities to improve efficiency and optimize cost effectiveness. Coached and motivated team members to meet optimal performance.

Selected Contributions: Developed and managed team and individual goals. Developed Escalation Guidelines for Customers. Created Support workflows and organizational charts for Support teams and high-profile customers. Developed Quality Assurance program.

The Salvation Army Southern Territory — Atlanta, GA Support Services Supervisor

09/14 to 12/17

Supervised the Support Center team. Responded to inquiries and problems to assist CRM users with the work processes in the CRM. Remotely provided CRM training across the Southern Territory. Worked directly with the InterChange Operations team, Blackbaud, and the lockbox and direct marketing vendors to resolve complex issues. Created and disabled CRM access. Resolved issues relating to security of CRM and specific task and permissions issues

Selected Contributions: Thorough knowledge of the CRM product, and related that knowledge to users who were in a variety of stages of knowledge and capacity to accurately use the CRM. Created and published CRM newsletter and sent communications as needed for users across the Southern Territory. Assisted users across the Southern Territory with created online donation forms, often manipulating HTML code.

Axiom Staffing (RE/MAX Regional Services) — Alpharetta, GA Technical Services Coordinator - Temp

04/14 to 8/14

Provided application technical support to RE/MAX real estate agents. Provided support via phone, email, and remote desktop serving Georgia, Kentucky, Tennessee and Southern Ohio.

Streamline Health — Atlanta, GA**07/13 to 03/14****Client Services Support Manager**

Managed daily operations of Support team. Produced and managed reports for trend analysis. Implemented and executed necessary changes for improvement. Recommended training for individual current roles and for career paths. Completed mid-year and yearly performance evaluations. Coached, counseled, disciplined and rewarded team members. Managed client issues directly with the clients. Managed client projects that were handled within Support. Participated in cross-functional team projects.

Selected Contributions: Implemented call routing solutions and developed processes for call taking. Implemented call accounting solution and delivered key metrics to executive management. Developed a Client Support Guide for Clients and a separate one for Support. Developed an Internal Escalation process.

McKesson Corp — Alpharetta, GA**10/08 to 07/13****Product Support Manager**

Managed daily operations of Practice Management/EDI/EHR support teams. Produced and managed reports for trend analysis. Implemented and executed necessary changes for improvement. Recommended training for individual current roles and for career paths. Served as project lead or team member on several projects within department as well as cross-departmental projects. Developed, implemented, and managed policies and procedures. Completed mid-year and yearly performance evaluations. Coached, counseled, disciplined and rewarded team members.

Selected Contributions: Developed and coordinated Deep Dive Training program for VAR's; Won "Key Contributor Award" for assisting in the coordination of SMART-U Training program for support agents; Completed LEAD the Way-FrontLine Leadership program. Completed 2-Week Greenbelt training.

DeKalb County Government — Decatur, GA**11/01 to 10/08****Help Desk Supervisor**

Managed daily operations of Help Desk and Field Services teams. Managed Change Management process. Managed Incident and Problem management processes using the ITIL methodology. Managed Service Desk. Managed knowledge base and inventory management processes. Developed and managed policies and procedures. Managed County-wide copier and printer repair service contracts. Provided classroom and one-on-one training. Produced reports for trend analysis. Recommended and implemented training and growth opportunities for Help Desk and Field Services teams. Assisted in budget preparation. Coached, counseled, disciplined, rewarded, and completed performance appraisals.

Selected Contributions: Created and managed several policies and procedures; Trained IT personnel on CRM (CA Service Desk); Created and managed change management process; Trained IT personnel on ITIL methodology; Managed county-wide copier service contracts; served as liaison between County departments and IT department.

Johnson Controls, Inc. — Alpharetta, GA**1/91 to 11/01****Client Services Lead**, 7/99 to 11/01, Alpharetta, GA**Customer Support Specialist**, 12/95 to 6/99, Milwaukee, WI**Previous Positions: Customer Service Rep and Department Secretary**, 1/91 to 12/95, Milwaukee, WI

Relocated to Georgia and promoted to lead position to assist with help desk startup in the Alpharetta, GA office. Recruited, trained and supervised 4 help desk agents and 3 desktop support agents. Fostered an environment in which customers enjoyed high levels of service and employees were motivated to deliver top performance. Manage front-end operations to ensure professional and efficient customer experiences.

Selected Contributions: In lead role, created processes, policies and procedures for new call center environment; Created Access database for call tracking system; trained team and IT personnel on CRM (Remedy); Served as liaison between IT and Alpharetta, GA based employees.

Education and Training

Care and Counseling Center of Georgia

Clinical Pastoral Education

08/2019 - 01/2020**Beulah Heights University - Atlanta, GA**

Bachelor of Arts - Leadership and Religious Studies

08/2017 - present**Bryant and Stratton College — Milwaukee, WI**

Associates of Science - Information Processing

01/90 - 06/91