

ANSA WASEEM

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PROFESSIONAL SUMMARY

Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

SKILLS

- Technical Troubleshooting
- Microsoft Office
- Content Writing (Blog, Articles, Reports)
- Basic IT Support
- Salesforce
- Call Center Operations
- Email Support
- Hardware and Software Configuration
- Customer Relationship Management (CRM)
- Online Chat Support
- Ticket Management

WORK HISTORY

CUSTOMER SUPPORT- ONBOARDING SPECIALIST 05/2023 to Current
DreamBox Learning Inc., Remote

- Reviewing, validating, cleaning, processing and troubleshooting daily roster updates effectively by using Learning Management System (LMS)
- Collaborated with cross-functional teams to identify and troubleshoot technical issues related to Confluence, ensuring smooth operations.
- Successfully managed and administered Confluence, the collaborative platform by Atlassian, to facilitate seamless team collaboration and knowledge sharing.
- Maintaining customer satisfaction with forward-thinking strategies focusing on addressing School Districts needs and resolving concerns
- Managing rosters, customers onboarding inquiries and ongoing support for an Ed Tech platform
- Helping 20+ Districts and their schools every day with positive attitude and focus on students and educators satisfaction
- Multitasking to handle diverse customer needs in high-volume Salesforce setting, prioritizing tasks to keep up with challenging deadlines
- Delivering exceptional first-time rostering experiences to new/onboarding customers/Districts nationwide
- Enhancing the efficiency and effectiveness of digital learning for all stakeholders involved and signed up through Clever & ClassLink.
- Responding to 20+ customer calls, emails and live chats within Salesforce to answer questions about products and services
- Activating 500+ classes of different Districts and their schools on daily basis

- Serving 50+ District's to maintain their account and their technical needs
- Managing 30+ daily calls, consistently meeting productivity and quality targets/metrics
- Completing 20+ ARM (Automated Roster Manager) Files and 10+ Deltas job per day with 90% accuracy and consistently maintaining high Districts satisfaction scores
- Tracking 20+ Salesforce cases daily and updating service software with customer information
- Offering advice and assistance to District Owners, paying attention to their license renewal and activation needs or wants
- Participating in team meetings and training sessions to stay informed about product updates and changes.
- Managing time efficiently in order to complete all tasks within deadlines.

FREELANCE CONSULTANT 06/2018 to 05/2023

Fiverr, Remote

- Used Microsoft Word, Google Docs and SharePoint to store and share created documents.
- Added keywords, meta descriptions and alt image tags to increase SEO presence.
- Coordinated with marketing and design teams to illustrate articles and develop graphics.
- Created monthly Excel spreadsheets to manage client projects and deadlines.
- Utilized exceptional writing, editing, and proofreading skills to produce engaging and error-free content.
- Edited and proofread content to confirm proper grammar, quality and consistency with AP style.
- Completed thorough research into assigned topics.
- Developed creative design for print materials, brochures, banners, and signs.
- Designed website layouts, templates, and unique branded looks.
- Performed ongoing keyword discovery, expansion and optimization to increase organic search footprint and drive relevant site traffic.
- Researched and implemented search engine optimization recommendations in accordance with development methodology.

TECHNICAL SUPPORT SPECIALIST 04/2020 to 04/2022

AnswerNet

- Provided high-level technical support by resolving inquiries by phone, e-mail and web consistent with department and team service levels and goals
- Scheduled follow up calls with potential customers to gain interest in scheduling appointments.
- Screened potential customers to determine interest and requirements for products and services of company.
- Utilized CRM system to track and manage leads, keeping appointments organized.
- Received 50+ in-bound calls and initiated 40+ out-bound daily calls to introduce customers to products and services offered
- Assisted customers in identifying issues and explained solutions to restore service and functionality
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones
- Responded to 20+ support requests from end-users and patiently walked individuals through basic troubleshooting tasks on daily basis
- Collaborated with supervisors to escalate and address customer inquiries or technical issues
- Documented support interactions for future reference
- Answered phone calls and answered questions from potential customers.
- Handled complaints and questions, and re-directed calls to other team members

EDUCATION

Bachelor of Science : Computer And Information Sciences, **06/2017**
International Islamic University Islamabad - Islamabad

CERTIFICATIONS

- **Project Management Foundations**
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