GENEVIEVE M. DANTES

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Accomplished customer-focused Technical Support Professional with significant progressive experience providing PC, server, network, and enterprise software support in high-profile corporate environments. A self-motivated professional who focuses on effective communication to ensure consistently proper operation and maintenance of systems and processes.

EXPERIENCE

NOVELIST
October 2023 – November 2024
- Planned and executed the self-publishing of a novel, showcasing commitment to long-term projects.
- Researched market conditions to effectively advertise the book for sale online.
- Enhanced graphic design skills to create captivating book covers.
- Utilized specialized functions in Microsoft Word for formatting and text optimization.

DREAMBOX
Contract Client Support Specialist | Bellevue, WA | May 2023 – September 2023
- Supported the Dreambox education platform to assist teachers and parents in enhancing elementary and middle school children's reading and math skills.
- Provided exceptional customer service remotely to ensure smooth usage of the platform.
- Collaborated with cross-functional teams to troubleshoot and resolve technical issues efficiently.

OMNIZANT
Client Support Specialist | Port Washington, NY | May 2021 – April 2022
- Provided client support via telephone and email, assisting with domain registration, email account management, and WordPress updates.
- Became a subject matter expert on Gravity Forms plugin, setting up forms and connecting to CRMs for seamless client interactions.

ULTIMAKER (FORMERLY MAKERBOT INDUSTRIES)
Customer Advocate | Brooklyn, NY | December 2017 – July 2020
- Provided support by telephone, email, and chat to MakerBot customers, supporting their 3D Printing hardware and software.
- Advocated on behalf of customers with internal staff, providing information and documentation on technical issues with both software and hardware that needed to be addressed by development groups.
- Handled sales of spare parts and accessories to assist customers with requests and requirements.

DOCUSIGN
Technical Support Agent Level II | Seattle, WA | May 2015 – January 2017
- Provided telephone and email technical support for the DocuSign online signature platform.
- Utilized SalesForce operational experience to troubleshoot the DocuSign for SalesForce connector.
- Created internal documents to assist with troubleshooting internally and externally.

WDS
Technical Support | Seattle, WA | November 2013 – December 2014
- Provided remote technical support to end-users using Android Nexus mobile products (phones/tablets) and Google's Chromecast video streaming solution.
- Diagnosed problems, walked customers through programming procedures, and explained product features and capabilities.
- Served as a Subject Matter Expert to the internal support site update demonstrating the setup and use of the Chromecast device.

FREELANCE
Seattle, WA | July 2010 – November 2013
- Specialized in small business IT technical consulting including hardware/software support, security, and cloud-based solutions.
- Researched market trends to create and present marketing proposals.
- Collaborated with clients to analyze present and future needs and determine required resources.

CITI
New York, NY | July 2001 – July 2010

Senior Technical Analyst, LAN Operations, 2008 – 2010
- Oversaw enterprise systems and installation of applications and network connectivity for over 100 workstations at Citi.
- Provided Tier 1/2/3 hardware/software/connectivity customer support, opened/tracked trouble tickets, and acted as a point of escalation for advanced issues.
- Partnered with technical teams to determine IT support priorities and develop project plans.
- Developed archival standards, managed system backup/restore, and documented disaster recovery plan.

Security Administrator, 2004 – 2008
- Managed daily Information Security functions for computer access control on various security software products.
- Planned business continuity and ensured compliance frameworks were met.
- Utilized network monitoring systems and implemented Access Control List (ACL) and Role-Based Access Control (RBAC).

PROFICIENCIES

- SalesForce CRM Platform
- Technical Support and Customer Communication
- Technical Writing
- Microsoft Windows
- Apple OSX
- Education Technology
- Adobe Acrobat and Photoshop
- WordPress Operation
- Financial Technology

CERTIFICATIONS

Google IT Support Certificate, certificate available on request. (As Geoffrey Depew)