

# Comfort Covenant David

**Customer Service • Live Chat & Ticket Support • Customer Support • Cloud & DevOps (in training)**

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## Professional Summary

Tech-savvy support professional with expertise in customer service, technical troubleshooting, CRM management, and cloud-based tools. Recognized for achieving over 80% first-contact resolution and implementing process improvements that enhance customer satisfaction, reduce wait times, and streamline workflows. Currently completing a 5-month cloud computing program, gaining hands-on skills in SaaS onboarding, security, and scalable support solutions.

## Core Skills & Competencies

- Tier-1 Escalation & Troubleshooting
- Ticketing & Resolution Management
- Client Onboarding and Training
- Process Improvement & Workflow Optimization
- Cloud Computing (SaaS tools, onboarding, security – in progress)
- CRM: Zendesk, Salesforce, HubSpot, Intercom, ServiceNow
- Communication & Relationship Management
- Time Management & Multitasking
- Problem Solving & Team Collaboration

## Professional Experience

### **Support Analyst (Freelance), ACTO Technologies — Remote (Canada) • April 2025 – Present**

- Provide real-time customer support via chat and ticketing systems, ensuring prompt and accurate resolutions.
- Collaborate with ACTO's internal teams to troubleshoot technical issues and escalate complex cases as needed.
- Review and update onboarding content in ACTO's test domain to ensure accuracy and relevance.
- Assist with system enhancements by creating or updating documentation based on new features and user feedback.

## **Customer Support Specialist • Entry-Level Technical Support, Mount Hood Railroad-Remote (USA)**

### **Oct 2024 – Jan 2025**

- Delivered phone, live chat & email support; ~80% first-contact resolution.
- Guided users through scheduling systems; reduced booking wait times by ~15%.
- Collaborated with engineers to resolve complex cases within SLAs.
- Documented recurring issues and recommended process improvements.

## **Lead Generation Executive, Antal International — Remote**

### **Aug 2023 – Oct 2024**

- Researched & qualified leads; maintained accurate CRM records.
- Improved lead conversion by ~20% via targeted outreach strategies.
- Built targeted prospect lists with LinkedIn/CRM filters and enriched records with accurate contact data.
- Scheduled and tracked outreach cadences, reporting weekly pipeline movement.

## **Customer Support Specialist, GoldenEdge Softech — Remote**

### **Jan 2023 – May 2023**

- Handled multi-channel support (chat, email, social) with high CSAT.
- Tier-1 escalations that reduced backlog resolution time by ~25%.
- Authored and updated troubleshooting guides/FAQs.
- Monitored ticket KPIs and surfaced trends to product/engineering.

## **Social Media Manager / Customer Service Support, Covenant Collections — Onsite**

### **Feb 2020 – Dec 2022**

- Increased engagement by ~30% through content & real-time replies.
- Introduced response templates; cut average reply time by ~40%.
- Managed inbox/DM and escalation paths for service issues.
- Planned content calendars and A/B tests to boost click-through.

## **Executive Personal Assistant, Mike Umonnan & Co — Onsite**

### **Jan 2017 – Feb 2019**

- Coordinated executive calendars, travel & client meetings.
- Streamlined communications, reducing client response times.
- Drafted and proofed executive correspondence and reports.
- Maintained confidential records.

## **Certifications & Training**

- 5-Month Cloud Computing Course — Digital Witch (In progress)
- Google Technical Support Fundamentals — Google (Nov 2023)
- Introduction to Technical Support — IBM (Dec 2023)
- IT Ticket Management — Coursera Project Network (Oct 2023)
- On-Demand Customer Service/IT Skills Training — Digital Witch Support Community (Apr 2022)
- Level C1 IELTS UKVI — British Council (Jul 2024)