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SHAUWANA GLASGOW

CUSTOMER SUPPORT MANAGER

PROFESSIONAL SUMMARY

Detail-focused Customer Support Manager with extensive experience managing help desk resources and improving customer service processes. Skilled in staff training, budget management, and implementing productivity standards to maximize customer satisfaction. Dedicated to optimizing team performance and achieving quality service metrics.

EMPLOYMENT HISTORY

SEP 2020 - PRESENT

ONLINE BUSINESS MANAGER (OWNER), Customer Success Builders LLC, Lewes, DE

- Spearheaded daily operations for small business clientele, bolstering efficiency
- Implemented innovative data entry and transcription procedures
- Managed a team of cold callers and commission-based closers, fostering collaboration
- Provided L1 & L2 tech support, resolving issues promptly
- Orchestrated real estate transactions, ensuring seamless coordination
- Pioneered innovative management strategies for remote team coordination.
- Enhanced accuracy of data entry processes, ensuring error-free records.
- Developed a supportive environment that increased team productivity and morale.

2016 - 2020

VIRTUAL ASSISTANT MANAGER (OWNER), SCM Global Enterprises LLC

- Delivered top-tier Level 1 technical support, promptly resolving system issues
- Boosted e-commerce performance by creatively enhancing website content
- Effectively managed client satisfaction, leading to a loyal customer base

2018 - 2019

NETWORK MANAGER, Zyp LLC, New York City

- Elevated customer satisfaction by 25% via effective service management
- Amplified brand visibility by 30% through strategic social media campaigns
- Diminished staff issues by 20% by cultivating a supportive work environment

2015 - 2016

OFFICE CLERK, Trintoc (Penal) Credit Union), Trinidad

- Maintained precise account files, demonstrating attention to detail
- Improved office efficiency by refining filing processes
- Managed meticulous record-keeping, ensuring data accuracy

2012 - 2015

CLERK II (Cashier/Customer Service Representative/Receptionist), Palo Seco Credit Union, Trinidad

- Orchestrated precise customer transactions, optimizing operational efficiency
- Promoted Credit Union products, maximizing customer engagement
- Facilitated the production and distribution of office newsletters, improving internal communication

2011 - 2012

BANK TELLER, Scotiabank Trinidad and Tobago Ltd, Trinidad

- Streamlined customer transactions, improving service speed
- Effectively resolved customer issues via multiple channels
- Personalized advice on bank products, enhancing customer satisfaction

JAN 2009 - DEC 2018

IT Technician , Self

- Championed adoption of new technologies for technical advancement
- Provided IT resources to team, enhancing overall technical capabilities
- Delivered exceptional customer and technical support for improved satisfaction

EDUCATION

2014 - 2016

Certificate Courses, Alison Online

- Fundamentals of Network Security
- E-Commerce: Fundamentals of Online Advertising & Promotions For Businesses
- Diploma in Information Technology Management
- Diploma in Social Media Marketing
- Diploma in Risk Management
- Microsoft Office 2003, 2010
- Diploma in Modern Human Resource Management
- Introduction to Information Technology for Managers
- IT Management: Software and Databases
- Diploma in Business Process Management
- Diploma in E-Business
- Documenting Business Processes and Information Systems
- Diploma in Modern Project Management Theory and Practice
- Diploma in Business Communication Skills
- Diploma in Quality Management
- Diploma in Project Management

JUL 2009 - OCT 2009

GCE Advanced Level Certificate, Pre-University College of Further Education

- General Paper- Grade A
- Literature in English- Grade C
- Sociology-Grade C
- Certificate of Excellence in Public Speaking
- Most Outstanding All-Round Student 2009

2007 - 2009

Caribbean Advanced Proficiency Examination (CAPE), University of the West Indies

- Law Unit 1- Grade 2
- Literatures in English Unit 1-Grade 2
- Communication Studies Unit 1-Grade 2
- History Unit 1-Grade 3
- Law Unit 2-Grade 3
- Literatures in English Unit 2-Grade 2
- Caribbean Studies Unit 1-Grade 3
- History Unit 2-Grade 4
- Student Council President 2008/2009
- Most Outstanding Student in Law
- Most Outstanding Student in History
- Most Improved Student in Literatures in English
- Certificate of Participation as Research Assistant at Annual Youth Parliament 2009

2002 - 2007

Caribbean Secondary Examination (CSEC), St. Joseph's Convent, San Fernando

- Information Technology- Grade 1
- English Language-Grade 1
- English Literature-Grade 2
- Mathematics-Grade 2
- Caribbean History-Grade 2
- Geography-Grade 2
- French-Grade 2
- Spanish-Grade 2
- Biology-Grade 3
- Most Improved Student Award 2007

SKILLS

Keen eye for detail

● ● ● ● ● ○

Customer Success Management

● ● ● ● ● ●

Great leadership Skills

● ● ● ● ● ○

Tech Support

● ● ● ○ ○

Data Entry Procedures

● ● ● ● ● ○

Risk Management

● ● ● ● ● ○

Troubleshooting & Problem Solving

● ● ● ● ● ○

Excellent Communication

● ● ● ● ● ○

Fast and accurate typing speed

● ● ● ● ● ○

E-Commerce Enhancement

● ● ● ○ ○

Network Security Fundamentals

● ● ● ● ● ○

Client Satisfaction

● ● ● ● ● ○

LINKS

[LinkedIn](#)

ADDITIONAL INFORMATION

Work History

ONLINE BUSINESS MANAGER (OWNER)

Customer Success Builders LLC | September 2020- Present

- Management of day-to-day business activities of small business clients and entrepreneurs
- Data Entry & Transcription
- Database Management
- Hire and Management Cold Callers/Appointment Setters and Commission Based Closers
- Real Estate Transaction Coordination
- Project Management
- Provide clients with L1 & L2 technical support.

Work History

MANAGER (OWNER)

SCM Global Enterprises LLC | 2016-2020

- Client Success Management

- Customer Success Management
- Troubleshooting system issues over telephone (basic Technical Support)
- Ecommerce Management
- Content Creation & Basic Website Content Creation

Work History

NETWORK MANAGER

Zyp LLC | 2018-2019

- Manage Customer Service & Support
- Social Media Management
- Troubleshoot Contract Employee Issues
- Intermediate Technical Support
- Telephone/Switchboard Management

Work History

OFFICE CLERK

Trintoc (Penal) Credit Union) | 2015-2016

- Process customer transactions (deposits, withdrawals, payments)
- Answer questions and promote the Credit Union products and services
- Type letters, file and update account information, prepare correspondences
- Create, file & locate documents
- Assistance with Technical related issues
- Maintaining files and documents

Work History

CLERK II (CASHIER/CUSTOMER SERVICE REPRESENTATIVE/RECEPTIONIST)

Palo Seco Credit Union | 2012-2015

- Process customer transactions (deposits, withdrawals, payments)
- Answer questions and promote the Credit Union products and services
- Type letters, file and update account information
- prepare correspondences
- Assist with office newsletters
- Create, file & locate documents, control/manage switchboard
- Scan and remove viruses, update software
- Escalate issues and member concerns
- Direct members to appropriate departments

Work History

BANK TELLER

Scotiabank Trinidad and Tobago Ltd | 2011-2012

- Process customer transactions (deposits, withdrawals, credit card payments, insurance payments)
- Log telephone and face-to-face issues
- Inform customers of bank's products and services and recommend the most suitable
- Award- Most Referrals Awards July 2011- November 2011
- Award- 100% Balancing Award- August 2011

Self employed

L1/L2 TECH SUPPORT

- Managed PC repairs and maintenance, ensuring optimal performance
- Offered remote troubleshooting and assistance, reducing downtime
- Delivered exceptional customer and technical support, improving customer satisfaction
- Custom-built high-performance PCs to meet specific client needs
- Maintained and managed network systems, enhancing operational efficiency
- Eager to contribute with a strong commitment to teamwork and learning.
- Streamlined client data management, enhancing security and access speed.
- Implemented rigorous system checks, significantly reducing system failures.
- Developed automated tasks for system maintenance, increasing productivity.
- Provided team with IT resources, boosting overall technical capabilities.
- Championed the adoption of new technologies, advancing technical knowledge.