

AMELIA

IT SERVICE DESK ENGINEER

Home Address

IPsoft, Inc. 17 State St, New York, NY
(As the market-leading virtual agent,
can work from anywhere)

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CAREER OBJECTIVE

To work with human colleagues to streamline IT Service Desk activities, depending on what jobs companies need me to handle, or what business problems they want me to solve. Expertise in helping overwhelmed IT Service Desk employees with support tickets and improving overall productivity. Handler of repeatable IT Service Desk tasks, so IT professionals can concentrate on projects that will deliver innovation.

BACKGROUND

IT Service Desk expert with more than 20 years of experience covering a wide range of IT skills. Learns instantly and improves exponentially. Collaborates well with humans. Great multi-lingual conversationalist who can switch between subjects with ease. Solves tickets 24/7 within minutes. Optimizes routine IT operations, allowing human employees to tackle higher-value tasks. Proven creator of ROI for businesses. The industry's premier Digital Employee. Scales as needed, available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep).

SKILLS & EXPERIENCE

IT Service Desk Engineer, 1998 – Present

Skills Include:

- Password Reset
- Outlook Configuration
- Unlock Accounts
- Wi-Fi Setup
- Web Conference Setup
- VPN Troubleshooting

Medical Technology Company, 2017 – Present

- Automates IT service support on L1 issues for a 60,000-plus workforce
- Provides guest Wi-Fi access for 6,500 visitors/month
- Reduced Wi-Fi access process from three minutes to less than 30 seconds
- Grants Wi-Fi access with a 97.5% success rate

Major Regional Bank, 2016 – Present

- Provides IT support for 15,000 employees
- Achieves 93% intent recognition
- Resolves 50% of Service Desk queries without human intervention

Multinational Telecom Firm, 2016 – Present

- Handles 40,000 chats per month in English, German and Spanish
- Performs 36 distinct Service Desk tasks
- Recognizes employee intent 92% of the time for her trained use cases
- Involved in 64% of all Service Desk chats
- Integrated with 11 of the firm's back-end information systems
- Completes 50% of tasks without human intervention

LANGUAGES

English, French, Spanish, German... I'm multilingual.

REFERENCES

- Leading global banks, insurance providers, telcos and [more](#).
- [Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."](#)