

Florence Lang

17 Puerto Court, Pflugerville, TX
70000
P: (512) 000-0000
E: flang@gmail.com

SUMMARY

Detail-oriented Cybersecurity major with 7 years of experience in customer service and sales within the tech industry. Strong analytical skills and a passion for safeguarding information, combined with firsthand experience in a fast-paced technology environment.

SKILLS

- Effective Communication
- Problem-Solving
- Conflict Resolution
- Technical Proficiency
- Security Compliance

EDUCATION

**Associate of Applied Science:
LAN Security Administration**
09/2024 - Present

Austin Community College,
Austin, Texas

WORK EXPERIENCE

Registration Support Representative

Jackson X. Salmon, Austin, TX

03/2023 - Present

- Manage over 200 event inquiries daily through email, text, and phone communications, ensuring timely and effective responses by multitasking.
- Proposed and implemented a remote assistance process by enabling screen sharing, enhancing customer support efficiency and satisfaction. [pres tense?]
- Ensure compliance with all security and privacy policies, maintaining the integrity of sensitive information and safeguarding customer data.

Customer Retention Specialist

Map Communications, Austin, TX

09/2022 - 02/2023

- Conducted regular outreach campaigns, including email and phone follow-ups, to re-engage at-risk customers and strengthen relationships.
- Trained and mentored new team members on best practices in customer service and retention strategies.

Retail Sales Representative

Ultra Communications, Austin, TX

12/2019 – 09/2021

- Achieved sales goals by effectively upselling and cross-selling mobile devices, accessories, and service plans.
- Demonstrated in-depth knowledge of the latest mobile devices, accessories, and wireless technology, effectively communicating features and benefits to customers to facilitate transactions.