

Stewart Thompson II, Technical Support Representative

Reed City, Michigan, United States, 231-468-9140, stewartthompson2@gmail.com

LINKS

[LinkedIn](#)

PROFILE

Experienced technical support professional with a strong track record of resolving complex issues and delivering exceptional customer service. Highly skilled in troubleshooting, effective communication, and cross-departmental collaboration to drive swift and efficient problem resolution. Proactive problem-solver adept at creating clear user documentation, identifying and addressing software defects, and implementing solutions that enhance the overall customer experience and satisfaction.

EMPLOYMENT HISTORY

Dec 2024 — Present

Technical Support Representative, X-Rite Pantone

Grand Rapids, MI

- Provide technical support for color measurement instruments and software, assisting customers with calibration, operation, and troubleshooting via phone and email.
- Manage technical cases with an emphasis on SLA compliance, timely responses, and efficient resolutions to maintain high customer satisfaction.
- Escalate complex issues to Product Management and collaborate on root-cause analysis, testing, and resolution planning.
- Create and maintain knowledge-base articles, troubleshooting procedures, and customer resources to reduce repeat inquiries and speed onboarding.
- Support the launch and ongoing improvement of the AI support agent by contributing knowledge content, testing workflows, and providing usability feedback.
- Collaborate cross-functionally with Sales, Engineering, IT, Shipping, Materials, and Credit to ensure accurate order processing and timely customer support.
- Document detailed case notes and resolutions to support team knowledge sharing and continuous improvement efforts.

Jan 2021 — Dec 2024

B2B Technical Support, PC Matic, Inc

- Developed and maintained comprehensive user documentation that improved user adoption and reduced support inquiries.
- Identified and documented software defects, usability issues, and areas for improvement, facilitating swift resolution and enhancing product quality.
- Executed detailed testing across multiple devices and platforms, ensuring compatibility and optimal performance, which resulted in a significant reduction in user-reported issues.
- Resolved complex customer inquiries via phone and email by diagnosing and replicating technical problems, improving resolution times and boosting customer satisfaction.
- Enhanced team productivity by sharing expertise, supporting colleagues, actively participating in team meetings, and training new staff.
- Delivered impactful product demonstrations, presentations, and technical discussions, effectively driving sales and onboarding through targeted demonstrations and webinars.

Sept 2018 — Jan 2021

Customer Technical Support, PC Matic, Inc

- Consistently delivered high-quality customer support via email resolving inquiries efficiently and professionally.
 - Diagnosed and troubleshot complex software issues, providing clear, step-by-step solutions that reduced average resolution time and improved first-contact resolution rates.
 - Identified patterns in customer issues and proactively provided feedback to the product development team, contributing to the enhancement of product features and a reduction in support inquiries.
 - Maintained comprehensive and accurate records of customer interactions, troubleshooting steps, and resolutions, improving team communication and customer service consistency.
 - Stayed up-to-date with product knowledge and updates, ensuring accurate and efficient support, which minimized escalations and enhanced customer trust.
 - Actively participated in team meetings, training sessions, and feedback loops, sharing insights that improved support processes and enhanced the overall customer experience.
 - Exceeded key performance metrics, including response time and resolution rates, through focused and efficient handling of customer issues.
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EDUCATION

Television and Digital Media Production, Ferris State University

Big Rapids, Michigan

Completed 69 credit hours toward BS.

SKILLS

Communication

Coordination

Customer Service

Data Analysis

Multitasking

Problem Solving

Product Knowledge

Technical Proficiency

Technical Support

Technical Writing

Time Management

Troubleshooting

CRM Systems

Google Workspace

Microsoft 365

Project Management Software

Android

iOS

macOS

Windows