

# Neville Barrett Jr.

Experienced Technical Support Specialist

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## Summary

A technology enthusiast with 15+ years of technical support, customer service, and sales experience. Additionally, a solid knowledge of information, web, and mobile technology, hardware and software deployment, customer relations, and workforce management. Has strong leadership and team-building skills for performance and productivity improvement. Able to provide creative solutions to improve procedures, policies and cost reduction.

Excellent verbal and written communication skills demonstrated by departmental updates and one-on-one coaching sessions.

Strong problem-solving and decision-making experience, by leading the redesign of the training and quality programs at PointRoll and Town Sports International.

Savvy in strategic thinking and project management, having participated in the realignment of the Member Services department to increase efficiency for phone and email coverage.

Great operational knowledge of contact and support centers based on experience in many roles throughout career.

Continually strives to improve knowledge and professional skills with self and others.

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## Experience

### **Productivity Consultant at Vitalyst**

March 2017 - Present

Provides technical support to Vitalyst customers via inbound telephone calls, email, and live chat with issues related Outlook and Outlook Web Access (OWA).

Performs strategic consultation with customers regarding their short and long term goals, and provides specific product solutions and knowledge to meet those goals.

### **Final Expense Specialist at Lincoln Heritage Life Insurance Company®**

July 2015 - March 2017 (1 year 9 months)

Provided affordable final expense solutions to seniors and their families. Negotiated appropriate coverage and payment options to clients on fixed incomes.

### **Team Lead, Product Support at PointRoll, a TEGNA company**

April 2014 - October 2015 (1 year 7 months)

Displayed strong knowledge of HTML, JavaScript, CSS, PHP, and the PointRoll Ad Platform to address functionality, implementation, and user experience related issues.

Provided strategic development related to training, quality assurance, soft skills, and issue management for the Product Support Team.

Delivered and encouraged top-quality issue management for worldwide operations teams and external clients.

Demonstrated and encouraged a high degree of functional knowledge while acting as the feedback loop between clients and internal development teams.

### **Product Support Engineer at PointRoll, a TEGNA company**

October 2013 - April 2014 (7 months)

Resolved and analyzed both basic, straight-forward internal/external client issues as well as more in-depth, moderately complex, elevated issues related to internet digital advertising and rich media.

### **Call Center Operations Support Manager at Town Sports International**

September 2011 - October 2013 (2 years 2 months)

Provided strategic development for training, quality assurance, workforce management and support functions for Member Services.

Developed a comprehensive training and workshop curriculum for the successful transition of new hires to productive members of the team.

Redesigned quality assurance; delivering a greater focus on coaching, mentoring and leadership for a marked increase in delivering quality service to our customers.

Established comprehensive workforce management and IT support to Member Services by designing new systems, procedures, and manuals to assist in operating more efficiently and effectively.

Directed organizational studies, work simplifications, measurement studies and evaluations for a strong increase in productivity within the department and company.

### **Call Center Workforce Manager at Town Sports International**

May 2009 - September 2011 (2 years 5 months)

Conducted organizational studies, work simplifications, measurement studies and evaluations for a strong increase in productivity within the department and company.

Designed new systems, procedures, and manuals to assist the department in operating more efficiently and effectively.

Monitored real-time call activity and supported Management by analyzing report data and following up with Operations Managers on any related issues.

Monitored staff adherence to work schedule; generated and delivered adherence/compliance reports for the Management team.

The first point of contact for IT issues from the contact center. Provided clear direction to the team, tracked their issues and reported on the progress of resolution.

### **Member Services Team Leader at Town Sports International**

April 2008 - May 2009 (1 year 2 months)

Managed the daily activities of a team of representatives handling inbound member calls and emails. Also managed the entire call center floor when needed.

Provided coaching, development, leadership and motivation to ensure member satisfaction. Also conducted performance reviews and quality feedback to ensure proper standards.

Worked closely with team members to resolve member issues in a timely and professional manner. Also ensured compliance with the team under established member services policies and procedures.

Resolved issues escalated from members in a quick and efficient turnaround time.

### **Member Services Representative at Town Sports International**

November 2007 - April 2008 (6 months)

Resolved calls and emails from members with issues related to their memberships.

Managed account and payment information for members.

Processed cancellation and freeze requests from members.

Retained members from canceling with established retention strategies.

### **Reports Analyst at Assurant**

May 2005 - November 2007 (2 years 7 months)

Reviewed and analyzed call trends, break schedules, talk time, hold time and various tasks related to the day-to-day process of claims within the call center.

Evaluated findings using knowledge of workflow and operating practices. Recommended establishment of new or modified reporting methods and procedures to improve report content and completeness of information.

### **Senior Insurance Claims Representative at Assurant**

January 2005 - May 2005 (5 months)

Assisted representatives with escalated calls and resolved issues the customer had with the claim process.

Assisted customers in filing new claims on their cellular devices.

Helped customers resolve pending claims and issues with their replacement cellular equipment.

Processed required insurance documents from customers concerning their insurance claims.

### **Paperwork Insurance Claims Representative at Assurant**

January 2004 - January 2005 (1 year 1 month)

Processed required insurance documents from customers concerning their insurance claims.

Verified insurance coverage for customers filing new insurance claims.

Resolved reimbursement requests for customers returning equipment.

### **Insurance Claims Representative at Assurant**

March 2003 - January 2004 (11 months)

Assisted customers in filing new claims on their cellular devices.

Helped customers resolve pending claims and issues with their replacement cellular equipment.

### **Helpdesk Technician at E-Time System**

January 2002 - March 2003 (1 year 3 months)

Assisted customers with issues with E-Time; a proprietary software solution for prepaid calling cards (problems consisted of printer issues, account-related issues, software problems, and product detail).

Traveled to customer sites to install E-Time as well as to repair computers and software.

Built and upgraded computers for customers; provided new hardware and software solutions.

Provided new ideas for E-Time to improve efficiency.

### **Customer Service Representative at CDnow**

July 1999 - October 2001 (2 years 4 months)

Assisted customers with problems concerning store functions and orders.

Instructed customers on how to navigate effectively and move throughout the online store.

Instructed classes on selected programs for representatives' participation within the department.

Represented the Warehouse Team as a Warehouse Liaison and statistical specialist, compiled information, and reports.

Liaison and statistical specialist, compiled information, and reports.

### **Helpdesk Technician / Network Administrator at Greene Tweed Company**

June 1998 - August 1998 (3 months)

Maintained all computers on site and resolved problems with employee computer systems.

Maintained and upgraded network systems throughout the company.

This was a temporary summer position.

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## Education

### **Katharine Gibbs School and Gibbs College**

Diploma, Web Development and Design, 2002 - 2003

### **Treehouse**

Front-end Web Development, 2013 - 2014

### **Montgomery County Community College**

1998 - 1999

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[Contact Neville on LinkedIn](#)