

Elena Race

Technology Enthusiast
User Experience Champion
Customer Service and Support



Toronto, Ontario, Canada



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I love all things digital and providing best in class customer service. My experience in customer support combined with my understanding of user experience design position me to provide great end-user experiences.

Skills

Critical thinking, research and analysis,
detailed-oriented, quality assurance,
trouble-shooting, UX design techniques.

Software and Languages

Salesforce, Microsoft Dynamics, Slack, Adobe
Creative Cloud, Zeplin, HTML5, CSS3,
JavaScript, WordPress, Asana, Trello, Figma

Experience

Customer Support and Instructor

WestWorld Computers
Edmonton AB
2017-2018, 2012-2014

- Responded to customer inquiries by phone and messaging.
- Provided pre-booked individual software tutorials.
- Provided technical support for Apple hardware and sales while multitasking at front counter.
- Monitored company social media profile.
Achievement: Repeat tutorial bookings, customer phoned manager to compliment my customer service and resolution of a software problem.

Customer Data Assistant

Harris Hill Recruitment Ltd.
London UK, Limited term contract,
with *Kew Gardens*, 2017

- Provided timely responses to customer inquiries by email.
- Proactively resolved client billing errors by phone.
- Provided detailed notes of client communications in CRM.

Customer Service, Help Desk, Data Assistant

Page Personnel Recruitment
London UK, Limited term contracts
with *HighSpeed2 Railway*, *Viapath*
Health Services, *Save the Children*,
2015-2016

- Researched and responded to client phone and email inquiries.
- Collaborated with cross-functional teams to resolve cases.
- Provided detailed notes of customer communications in CRM.
- Provided empathy to distraught callers, diffused situations, advocated for them regarding impact of contentious British railway development on their homes, helped them to make informed decisions.
Achievements: An online interactive map was amended based on my suggestion for usability improvement. Outgoing email I wrote was adopted as a template response to customer inquiries.

Examinations and Information Assistant

Athabasca University
Edmonton AB, 2014-2015

- Answered student inquiries in-person and by phone,
- Logged communications into internal call centre CRM.
Achievement: My suggestions for confirmation emails were implemented to improve end-users' exam experience.

Education

2019 Ontario Graduate Certificate, Interactive Media Management: Sheridan College, Oakville ON
2013 Bachelor of Fine Arts, New Media: The University of Lethbridge, Lethbridge AB