

Karen Hubbard

Summary of Qualifications

An experienced trainer with success developing, customizing, and teaching courses in the classroom and online. Years of experience in creating 'How-To' (procedure) documents for a variety of clients as well as intra-company use. Two years in customer service and support resolving technical issues and educating customers.

Skills and Proficiencies

Microsoft Office (Excel, Word, PowerPoint, Outlook, and Access, Outlook Web Agent)
Microsoft OneNote, Project, Publisher
Office 365
Adobe Photoshop Elements
QuickBooks/Quicken
Salesforce, Connectwise, Tigerpaw (CRM and Service software platforms)
GoToMeeting
Adobe Connect

Professional Experience

Sutherland Cloud Source (Sutherland Global Services), 2015-present

WAH Cloudsource Consultant (Altice) (April 2017 - present)

- Provide support for general billing inquiries for Altice customers
- Access and verify customer records, access knowledge base articles and technical applications to identify customer needs and recommend solutions.
- Educate customers about self-help options

WAH Quicken Tech Support Consultant (September 2015 – February 2017)

- Provide phone support to Quicken (versions 2013 through 2017) customers through the Salesforce interface by using active listening skills and the ability to empathize.
- Able to sufficiently investigate and analyze customer's questions to provide best solution by utilizing knowledge base articles and other resources.
- Solve technical issues and educate the customer on features of the software

K² Technologies, 2013-2015

Gillette, WY

K² Technologies is a managed service provider, considered the IT department for smaller businesses. K² provided support, networking, and sales, installed phone systems, security systems, and cabling/networks as well as delivered software training until 2013.

Dispatcher/Admin Assistant

- First point of contact with clients – served as liaison between them and the help desk technicians. Ensured that the client and technician understood each other by simplifying the technical jargon for the client and interpreting the customer's concerns for the technician.
- Prioritized and scheduled help desk tickets for four service technicians using Connectwise software.
- Worked with one manager/owner and two technicians remotely with Lync instant messaging and audio/video chats.

- Performed marketing and social media activities – posted daily entries to the company Facebook page and Twitter feed, wrote and emailed a monthly newsletter to clients, and created a second newsletter/flyer that was printed and included in a monthly packet for the Chamber of Commerce members.
- Served as administrative assistant to the Communications (Telco) manager by helping schedule wiring jobs, entering technicians' times on jobs into the Connectwise software, ordering and receiving products, calculating commissions, and billing jobs.
- Created How-To (procedural) documents for clients as well as within the company. These documents included topics such as how to: invoice Telco jobs, report inventory, and add new clients to Connectwise.

K² Technologies, 2007-2013

Gillette, WY

Training Specialist/Admin Assistant

- Taught three 6-hour classes (on average) per week.
- Switched the training materials from Axzo Press (formerly ComputerPrep) training materials to Velsoft, which was not only less expensive but allowed me to customize the materials with our own logo and information.
- Created 9 online Excel classes and taught them using GoToTraining.
- Created 'Focused Seminar' classes to offer clients more in-depth training on certain topics such as Excel Pivot Tables, Macros, Mail Merge, File Management and Email management.
- Created client-specific training as requested
- Consulted with clients-created two client specific databases, several spreadsheets
- Scheduled Telco jobs, ordered parts for Telco, and billed Telco clients using TigerPaw software.

Education

MS Instructional Design for Online Learning, Capella University

AS Computer Information Systems, NWCCD (Sheridan College, Gillette Campus)

BS Metallurgical Engineering, South Dakota School of Mines & Technology

Certifications & Awards

- State and National Certified Trainer, Wyoming and US Jaycees
- Dennis Hamilton Memorial Award (Awarded to Top 10 Vice Presidents, US Jaycees)
- Wyoming Jaycee Pioneer 001, US Jaycee Ambassador 2764, Jaycee International Senator 55031