

Marlon Malbory

Atlanta, Ga 30311

678.499.6393

WORK HISTORY

GENPACT- (Goldman Sachs Bank)

CSR TIER 2 SUPPORT SPECIALIST

This role typically consisted of me handling more complex customer inquiries and issues that were escalated from Tier 1 support. This including but not limited to:

- Investigating technical problems
- Resolving billing disputes,
- Managing order changes,
- Providing detailed product explanations
- Coordinating with other departments to resolve customer concerns; essentially acting as a subject matter expert for escalated customer issues.

CHIME SOLUTIONS- (Kaiser Permanente Healthcare)

CSR TIER 1 / DESKTOP SUPPORT

This role essentially involved Handling member / non-member inquiries ,regarding various topics such as facility inquiries, web support, promoting KP.org, and other facility services. I was the first point of contact. Job duties included but we're not limited to:

- Providing support for eligibility inquiries,Benefit inquiries,General inquiries,& Correspondence inquiries

- Medication refills
- Messaging physicians
- Setting appointments
- Renewing memberships
- Client Account management

EDUCATION

THERRELL SCHOOL OF BUSINESS AND ENTREPRENEURSHIP

- High school Diploma
- 3.87 GPA
- 1500+ SAT CLUB
- 1ST Lieutenant JROTC

ALBANY STATE UNIVERSITY

- Associate Degree in business
- 3.46 GPA
- National Honors Society

YEAR UP

- Certified IT Support specialist
- Microsoft Excel
- Microsoft office professional
- Mass 360
- Microsoft cloud systems
- C++
- Html
- Java
- Python
- Network support / management

