

GENEVIEVE M. DANTES

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Accomplished customer-focused Technical Support Professional with significant progressive experience providing PC, server, network, and enterprise software support in high-profile corporate environments. A self-motivated professional who focuses on effective communication to ensure consistently proper operation and maintenance of systems and processes.

EXPERIENCE

NOVELIST

October 2023 – Current

- Planned and executed the self-publishing of two novels, showcasing commitment to long-term projects.
- Researched market conditions to effectively advertise the book for sale online.
- Enhanced graphic design skills to create captivating book covers.
- Utilized specialized functions in Microsoft Word for formatting and text optimization.

BUSINESS PROCESS CONSULTANT, FREELANCE

October 2024 – Current

Assisted in the planning for changes to support and reference materials for an international company's partners. This included:

- Planning and setting terms for a review of the current support infrastructure.
- Creating a Discord server to manage contacts, improve communications, and make it easier for support tickets to be created and managed.
- Advising the management staff as to the most efficient methods in time and finance to implement these changes.

DREAMBOX

Contract Client Support Specialist | Bellevue, WA | May 2023 – September 2023

- Supported the Dreambox education platform to assist teachers and parents in enhancing elementary and middle school children's reading and math skills.
- Provided exceptional customer service remotely to ensure smooth usage of the platform.
- Collaborated with cross-functional teams to troubleshoot and resolve technical issues efficiently.

OMNIZANT

Client Support Specialist | Port Washington, NY | May 2021 – April 2022

- Provided client support via telephone and email, assisting with domain registration, email account management, and WordPress updates.
- Became a subject matter expert on Gravity Forms plugin, setting up forms and connecting to CRMs for seamless client interactions.

ULTIMAKER (FORMERLY MAKERBOT INDUSTRIES)

Customer Advocate | Brooklyn, NY | December 2017 – July 2020

- Provided support by telephone, email, and chat to MakerBot customers, supporting their 3D Printing hardware and software.
- Advocated on behalf of customers with internal staff, providing information and documentation on technical issues with both software and hardware that needed to be addressed by development groups.
- Handled sales of spare parts and accessories to assist customers with requests and requirements.

DOCUSIGN

Technical Support Agent Level II | Seattle, WA | May 2015 – January 2017

- Provided telephone and email technical support for the DocuSign online signature platform.
- Utilized SalesForce operational experience to troubleshoot the DocuSign for SalesForce connector.
- Created internal documents to assist with troubleshooting internally and externally.

WDS

Technical Support | Seattle, WA | November 2013 – December 2014

- Provided remote technical support to end-users using Android Nexus mobile products (phones/tablets) and Google's Chromecast video streaming solution.
- Diagnosed problems, walked customers through programming procedures, and explained product features and capabilities.
- Served as a Subject Matter Expert to the internal support site update demonstrating the setup and use of the Chromecast device.

FREELANCE

Seattle, WA | July 2010 – November 2013

- Specialized in small business IT technical consulting including hardware/software support, security, and cloud-based solutions.
- Researched market trends to create and present marketing proposals.
- Collaborated with clients to analyze present and future needs and determine required resources.

CITI

New York, NY | July 2001 – July 2010

Senior Technical Analyst, LAN Operations, 2008 – 2010

- Oversaw enterprise systems and installation of applications and network connectivity for over 100 workstations at Citi.
- Provided Tier 1/2/3 hardware/software/connectivity customer support, opened/tracked trouble tickets, and acted as a point of escalation for advanced issues.
- Partnered with technical teams to determine IT support priorities and develop project plans.
- Developed archival standards, managed system backup/restore, and documented disaster recovery plan.

VOLUNTEER WORK**INDEPENDENT**

Bergen County, NJ

Community Event Organizer, 1999 – 2010

- Managed multiple complex long-term projects by establishing clear communication channels and implementing a structured coordination process, functioning effectively as both a project leader and key contributor.
- Secured buy-in and fostered positive collaboration across diverse team structures by actively mediating disagreements and translating divergent priorities into a unified, consensus-driven strategic plan.
- Developed and delivered high-impact presentations following meticulous research on stakeholder backgrounds and organizational context, ensuring effective decision-making and project alignment.
- Proactively anticipated and prepared for unexpected shifts in process or team dynamics, ensuring consistent project delivery and minimal disruption to multi-year goals.

PROFICIENCIES

- SalesForce CRM Platform
- Technical Support and Customer Communication
- Technical Writing
- Microsoft Windows
- Apple OSX
- Education Technology
- Adobe Acrobat and Photoshop
- WordPress Operation
- Financial Technology

CERTIFICATIONS

Google IT Support Certificate, certificate available on request.