

Steffi Sandra

Technical Support Representative – Customer Service, Troubleshooting & Ticketing Systems

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SKILLS

- **Programming Languages:** Proficient in SQL for data manipulation and query execution, Java for programming.
- **Web Development Tools:** Designing and editing static and structured web interfaces using HTML and CSS.
- **Operating Systems & Devices:** Diagnosing OS-level faults and compatibility conflicts on Windows, Linux.
- **Ticketing Systems & Platforms:** ServiceNow for lifecycle tracking, access provisioning, asset management.
- **Diagnostics & Root Cause Analysis:** Traceroute, ping, lookup, and log analysis to isolate layer-specific faults.

WORK EXPERIENCE

Customer Service Associate

Walmart

November 2022 – Present

Georgetown, Canada

- Processed more than 80 returns, exchanges, and refunds each week by verifying purchase documentation, inspecting merchandise conditions, and enforcing store compliance guidelines, ensuring prompt resolutions.
- Resolved 120 customer inquiries weekly, delivering store-specific details, resolving inventory questions, and transferring unresolved cases to supervisors, enhancing front line satisfaction while preserving policy alignment.
- Secured 15-20 MasterCard applications monthly by articulating exclusive incentives, engaging shoppers with product, and facilitating registrations, while promoting fundraising partnerships with SickKids, & Red Cross.
- Facilitated over 60 financial services weekly, handling Western Union transfers, managing bill payments, and assisting with verification steps, ensuring regulatory compliance and building trust through communication.
- Facilitated daily order pickups by confirming buyer details, verifying product, and coordinating inventory movement, expediting fulfillment timelines and reducing checkout delays during high-volume operational periods.
- Collaborated with front-end staff and inventory team to restock returned merchandise, update stock levels, and maintained inventory floor accuracy, improving product availability and reducing customer wait times by 20%.
- Managed price overrides, promotional adjustments, and damaged item queries by applying policy knowledge and system tools, contributing to a 15% improvement in transaction accuracy and customer satisfaction scores.
- Conducted daily register audits and cash reconciliation with high accuracy, ensuring compliance with store financial protocols and reducing end-of-day discrepancies by 25% through precise attention and adherence.
- Coordinated with seasonal merchandising setups and promotional displays by coordinating with visual teams, improving customer engagement and contributing to a 10% increase in foot traffic during peak retail periods.

Technical Support Representative

Gatestone

January 2025 – April 2025

North York

- Resolved over 100 support requests weekly by addressing connectivity failures, TV disruptions, and wireless faults, optimizing client experiences through swift diagnosis, customized remedies, and system-level analysis.
- Delivered guidance to 70+ individuals per shift by simplifying digital challenges, outlining troubleshooting pathways, and educating end-users on product utilization, improving satisfaction metrics while reducing callbacks.
- Retained expertise on evolving 12+ service catalogs, including fiber-to-the-premises technology, modem compatibility, television control setups, and pod integration, ensuring smooth real-time support using documentation.
- Escalated 15% of advanced incidents to internal specialists using structured workflows, maintaining communication clarity, proper handoffs, and timely updates to preserve operational continuity and enhance responsiveness.
- Recorded 300+ case entries monthly within CRM tools, documenting client concerns, troubleshooting outcomes, and procedural gaps, allowing pattern recognition, data-informed decisions, and measurable service improvement.
- Conducted root cause analysis on recurring technical complaints, identifying network trends and device compatibility issues, which contributed to reducing repeat service calls by 25% and improving first-contact resolution.
- Collaborated with 10+ cross-functional units during service outages, relaying incident insights and coordinating temporary solutions, ensuring accurate communication and minimizing disruption across affected regions.
- Trained onboarded team members on support protocols, system tools, and effective communication techniques, accelerating team's ramp-up time by 30% and fostering a collaborative, high-performance service environment.
- Analyzed system logs and diagnostic tools to detect signal degradation and connectivity drop-offs across customer accounts, enabling technical adjustments that improved network performance by 20% and increased retention.

EDUCATION

Computer Networking Technician

Canadore College, Mississauga

May 2021 – February 2023

CERTIFICATIONS

- **Program Achievement Award** – Canadore College.
- **Fundraising Star** – Food Banks Canada at Walmart.