Nakela Johnson

IT Support Specialist | SaaS & Cloud Platforms | Technical Troubleshooting
769-639-1591 | nakelaj0104@gmail.com | Port Gibson, MS | Open to Remote

PROFESSIONAL SUMMARY

Promoted within 30 days for performance and adaptability in a high-volume remote environment. Across 3+ years, managed 40-60 tickets daily, maintained a 95%+ satisfaction rate, and reduced resolution times by 20% across multi-client SaaS and cloud platforms. Brings 3+ years of Tier 1 experience with consistent Tier 2 exposure through escalation handling, cross-functional collaboration, and advanced troubleshooting. Skilled at educating users on product features and functionality, guiding them through step-by-step resolutions, and delivering clear, empathetic support experiences via phone, email, and chat across Windows, macOS, iOS, and Android environments with hands-on experience in Salesforce, Zendesk, and ServiceNow.

TECHNICAL SKILLS

Operating Systems: Windows 7/10/11, macOS, Android, iOS, Linux (Basics)

Ticketing & CRM: Salesforce, Zendesk, ServiceNow

Remote Support Tools: SmartLook, Glance, Microsoft Teams, Remote Desktop, Google Chrome Softphone

Productivity Suite: Microsoft Office 365 (Word, Excel, Outlook, PowerPoint, Teams)

Networking Basics: VPN setup & troubleshooting, DNS/DHCP awareness

Identity & Access: Active Directory familiarity, password resets, account provisioning

Support Skills: Tier 1/2 triage & escalation, SLA management, user education & product guidance, call deescalation, user onboarding & training

WORK EXPERIENCE

Product Support Specialist | Shyftoff | Remote | Jan 2023 - Feb 2026 (Contract)

- Educated users on product features and best practices via live chat and SmartLook screen sharing, guiding them step by step through technical resolutions and improving first-contact resolution rates.
- Delivered empathetic, solution-focused support to users with varying technical skill levels, translating complex product functionality into clear, actionable guidance on every interaction.
- Resolved 20+ support tickets weekly in Salesforce, maintaining SLA compliance and reducing average resolution time by 20% through efficient triage and thorough documentation.
- Troubleshot VPN configuration, remote access setup, sync errors, and login failures to maintain secure and consistent system connectivity for end users
- Collaborated with Tier 2 engineering teams on escalated cases, providing detailed issue summaries and reproduction steps to accelerate root cause resolution.

Technical Support Specialist | One Support | Remote | Jun 2024 - Nov 2024

- Delivered technical support across 3+ simultaneous client environments, resolving hardware, software, and SaaS issues via phone, email, and chat.
- Handled 40-60 inbound and outbound support interactions daily, maintaining a 95%+ customer satisfaction rate through accurate troubleshooting and clear communication.
- Diagnosed and resolved account access issues, password resets, application errors, and connectivity problems, escalating complex cases with full documentation and detailed summaries.
- Identified recurring issue patterns and contributed process improvement suggestions to reduce repeat support requests and improve overall user experience.
- Consistently met or exceeded SLA targets on 95% of assigned tickets while adapting workflows across diverse platform requirements in a fast-paced environment.

Member Service Representative | Sykes | Remote | Nov 2021 - Jan 2022

- Supported end users accessing healthcare SaaS platforms, reducing login failures by 30% through structured troubleshooting and proactive user guidance.
- Maintained a 99% accuracy rate on case documentation and record updates across multiple internal systems, earning recognition for reliability and service quality.
- De-escalated complex or frustrated user interactions with calm, solution-focused communication, maintaining service quality under high-volume conditions.

CERTIFICATIONS & EDUCATION

CompTIA A+ Certification | Per Scholas IT Training Program (Remote) | Jul 2025
High School Diploma | Port Gibson High School, Port Gibson, MS | May 2018