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Screening Test/Interview Questions for Technical Support Specialist (Remote) Position

Instructions: Please precede all your answers with the question you are answering.
Use acronyms only after you've explained them.
Use correct spelling and grammar.

Candidate's Name: Vivica Shade

- 1. Are you currently employed?** Yes, at MOM365 as a Technical Support Specialist.
- 2. Can you describe your experience with troubleshooting hardware and software issues?** I have a proven record of diagnosing and resolving a wide range of hardware and software issues with accuracy and efficiency. My extensive background includes troubleshooting camera systems, laptops, printers, software applications, and network connectivity, ensuring minimal disruption to workflow and maintaining operational continuity. For example, as a Senior Technical Support Coordinator, I supported in-house and remote employees by addressing password resets, technology-related concerns, including remote VPN (virtual private network) phones and home networking issues. I successfully resolved over 95% of technical issues on the first call, significantly reducing downtime and enhancing customer satisfaction. I excelled in handling daily incident tickets within 24 hours, utilizing advanced technical skills to troubleshoot complex issues related to VPN phones, virtual desktop software, client-end hardware, and software. In another role as a Technical Support Specialist, I provide exceptional technical support within the photography industry, where I leverage my expertise in camera systems to quickly identify and fix issues related to issues such as exposure and lighting, and resetting camera and flash settings, allowing photographers to resume their work without delays. I also troubleshoot issues related to laptop slowness, network connectivity, and laptop hardware issues such as battery or power supply issues to determine if these may need replacing. My meticulous approach to documenting interactions in detailed call logs enables efficient reference and analysis for future troubleshooting. Additionally, I collaborate with corporate IT (information technology) teams to assess and provide feedback on system upgrades and enhancements, ensuring they function as expected. My effective communication skills and collaborative approach foster a knowledge-sharing environment, benefiting both my team and the clients. I have a talent for resolving escalated situations using empathy and ownership, guiding internal customers through complex, sometimes lengthy instructions over the phone to resolve technical issues. These experiences have equipped me with the technical and critical thinking skills necessary to tackle complex hardware and software issues, consistently delivering outstanding results and improving operational efficiency.
- 3. How do you prioritize and manage multiple technical support tickets?** I have developed a systematic approach to prioritize and manage multiple technical support tickets efficiently, ensuring timely and effective resolution. First, I assess the urgency and impact of each ticket by evaluating factors such as the severity of the issue, the number of affected users, and the potential business impact. For instance, critical issues that disrupt core business operations or affect multiple users are addressed immediately, whereas less urgent matters are queued accordingly.

To streamline this process, I utilize a trouble ticket system that helps track internal customer interactions and problem resolutions. This system allows me to categorize tickets by priority level,

ensuring that high-impact issues are flagged and addressed promptly. I also maintain meticulous documentation for each ticket, recording detailed notes on the steps taken, the resolution provided, and any follow-up actions required. This not only facilitates efficient reference for future troubleshooting but also helps in tracking recurring issues and identifying areas for improvement.

4. **Can you give an example of a time when you resolved a complex technical issue for a customer?** While working in my role as a Senior Technical Support Coordinator, I assisted the new hire classes in getting logged into the network as well as assisting them in getting their company issued phones connected to their internet. While troubleshooting the phone issues, I would run into issues where the phone would not connect to the employee's internet. I would have to log into a "dummy" phone using the employee's phone credentials to determine why they couldn't log in. If I couldn't log in, I would collaborate with the Telecom Team to see if the employee's information was sent to the vendor to have their phone programmed. If it was not or if there was an error displaying on the screen that could not be cleared off the network, I would have to program a new phone for the employee and ship it out the next day.
5. **How do you stay updated with the latest technology and industry trends?** I stay updated with the latest technology and industry trends through continuous learning with online courses such as Udemy, using Google to research information on recent technologies, through hands-on experiences, and through internal training and knowledge sharing.
6. **How do you handle a situation where you are unable to solve a customer's problem immediately?** If I'm not able to resolve a customer's problem immediately, I advise the customer of the reason his or her issue can't be resolved at that moment, expressing empathy, and apologizing for any inconvenience they are experiencing. I ask detailed questions to fully understand the problem and document those answers. I let the customer know that their issue may not be addressed immediately but assure them that I am working on the issue as quickly as possible. I will also let them know that I will keep them updated on the progress, if possible, or that they can call back at a specified time for updates. If the ticketing system provides email updates to the customer, I let them know that they will receive email updates on the status of their issue.
7. **Can you explain your process for diagnosing network connectivity issues?** This list is not exhaustive, but a few steps that I would take for diagnosing network connectivity issues are I would gather initial information such as asking the user if they are unable to access the internet, if they are experiencing slow speeds, having intermittent connectivity issues, or are specific applications or websites not loading. I would verify where they are trying to connect – home network, Wi-Fi, etc., whether they are using network cables, and verify that the cables are seated in the ports of the laptop and wall port. I would have them remove and place the cable back in the ports. I would have them power off their modem and router for about 30 seconds by unplugging to try and reset the connection. I would verify that the network settings are receiving the IP address correctly and that the DNS settings are configured correctly. I would run basic network tests such as a Ping Test or Traceroute to verify if the issue is within the local network, or elsewhere, and to verify if there are any delays or failures along the route. I would also have them contact their Internet Service Provider (ISP) as well to see if there are any network outages or service interruptions in their area.
8. **How do you ensure effective communication with non-technical users when providing support?** By using clear and concise language. I would avoid using technical jargon or complex terminology and use simple everyday language that makes it easy for them to understand. I would use analogies or relatable examples to explain technical concepts. For example, I would explain how data travels by comparing a network to a bus traveling from one station to another.
9. **What tools and software do you use for remote troubleshooting and support?** I use GoToAssist for remote troubleshooting and support in my current position.
10. **How do you handle confidential or sensitive information when providing technical support?** I adhere to the company's policies, procedures and compliance regarding data privacy and security. I

only access and handle confidential information if absolutely necessary to resolve the issue. I make sure I am using secure encryption and authentication channels to communicate sensitive information. And I participate in regular company training on data privacy and security best practices,

11. **Can you describe a situation where you had to escalate an issue to a higher-level technician?** While working as a Senior Technical Support Coordinator, I participated in coordinating the user acceptance testing with other departments in the call center for system enhancements and new software improvements. Users would reach out to me if the enhancement(s) that was/were being implemented was generating an error and preventing the user from doing their job. I would document the information, gather the steps the user took to get to the point where the error occurred, take screenshots, then escalate the information to the Senior IT Manager to look into the issue. Once they reviewed the information, they could try and re-create the scenario to generate the same error and fix it, or determine if it was a user error.
12. **How do you document and track support issues and resolutions?** While working as a Senior Technical Support Coordinator, I documented and tracked support issues and resolutions through a system called Request-IT. I would gather the user's name, employee ID, call back number, and document the issue they were calling in. I could research previous tickets that the user may have called in with the same issue to see what was done to resolve the issue. I would also use this system to escalate network and application outages to the corporate IT teams. I currently use an Excel spreadsheet to document and track support issues and resolutions pertaining to my own calls as well as using a system called Magic that is used to enter in equipment replacement orders and create tickets for customers who have not received their newborn photo sessions. I have used Jira in the past to open and close tickets that were generated via Request-IT.
13. **What steps do you take to ensure customer satisfaction during and after a support interaction?** The steps I take to ensure customer satisfaction during a call is to listen attentively to the customers concerns without interrupting to ensure I understand the issue they are calling about. I get the caller's name, phone number, in case we get disconnected as well as take notes while the customer explains their issue. I will repeat the information I gathered to make sure I'm understanding them clearly. I will acknowledge the customer's frustration or concerns to try and build rapport and to ensure them that their issue is being taken seriously. I work efficiently to diagnose and resolve the issue and if an immediate resolution is not feasible, I provide them with a realistic timeline on when it will be resolved and keep them informed on the progress. Depending on the issue, I will follow-up to verify that their issue is resolved or try a different troubleshooting step to gather additional information and/or resolve, if necessary. I document the steps I took, issues I may have run into, etc., in case the customer calls back later and gets another coworker. This ensures that the same steps aren't being repeated, the customer doesn't have to repeat their issue again, and that the customer's issue can be quickly resolved.
14. **How do you approach learning a new software or system that you are unfamiliar with?** I research the software online to see what it is, how it's used and read any documentation, user guides, and find available tutorials to help understand its features, functionalities, and purpose. I also do hands-on practice by walking through the steps and different options from beginning to end and document those steps in Microsoft OneNote for my knowledge. I also ask questions to colleagues if something is not clear.
15. **Can you provide an example of how you have improved a technical support process or workflow?** In my current role as a Technical Support Specialist, an example of how I have improved a workflow is suggesting to the photographers to always format their memory cards before their next photo session after they have uploaded the images to the laptop. I advise them that the laptop is not removing everything off the /memory card and leaving empty folders and artifacts on the memory card. I advise them that if they format the memory card between their sessions, they will eliminate the errors that they get when trying to upload.
16. **How do you balance the need for quick resolution with the importance of thorough troubleshooting?** I access understanding the impact the issue is having on the user doing his/her

job. If the situation is critical, I focus on stabilizing the situation to minimize downtime. I listen to the user to get an understanding of the situation so that I can effectively identify the root cause. I provide the user with regular updates while I'm troubleshooting, I document the steps I've taken to resolve the issue and escalate the issue to a higher-level support, if necessary. I will follow up with the user, if necessary, regarding the resolution.

Job Description;

- Monitor the system, emails, and Slack channels and triage incoming requests from clients (or, commonly, from internal team members on behalf of clients)
- Create tickets for all requests arriving via non-ticketing channels.
- Troubleshoot and resolve any incidents requiring technical solution.
- Assign non-technical requests to client services managers.
- Escalate issues to Development or Data Analysis teams as necessary, but with a goal of learning and increasing over time one's ability to resolve issues without assistance.
- Document all support activity thoroughly in ticketing system.
- Monitor and follow up on issues requiring input or activity from a different team.
- Document support processes and identify opportunities for process improvement.
- Create templates for handling frequently occurring requests.
- Assist the new client implementation teams with setup tasks.
- Maintain communications with internal stakeholders throughout the problem resolution process.

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Salary range: \$124,000- \$135,000 annually

