

# Steven Kilcoyne

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1433 Poplar St APT 4A, Philadelphia PA 19130

## EXPERIENCE

### QUALSAT SERVICES

*Customer Service Coordinator // June '17 - Present*

- Track progress and check work status of field technicians to ensure the timely servicing of customer orders.
- Contact supervisors to communicate and resolve potential field issues with service or installation work.
- Schedule, route, and assign work to installers and other technicians using DirectTV FSScheduler.

### DIRECTSAT USA INC.

*Dispatch Coordinator // Aug '16 - June '17*

- Process customer requests for reschedules, cancellations, and work order holds using DirectTV Siebal software.
- Analyze customer problems and prepare reports and problem logs as requested.
- Schedule, route, and assign work to installers and other technicians for AT&T Digital Life and DirectTV

### SYKES ENTERPRISES

*Customer Service Rep. // Aug '13 - May '14*

- Resolved billing issues for customers' AT&T cell phone service.
- Provided technical support to customers experiencing service issues.
- Employed de-escalation techniques to prevent customer cancellation.

### CBS NEWS

*Production Runner // July '16 - July '16*

- Supported network coverage of the Democratic National Convention
- Acted as liaison between different production arms.
- Coordinated escort of talent, writers, and producers.
- Acquired inventory for production staff.

### PAINTBALL GAMES INC.

*Digital Marketing Coordinator // Feb '14 - Jan '16*

- Designed promotional print & web materials for Airow Gun, Airow-X, and Paintball Palace using InDesign, Illustrator, and Photoshop CS6.
- Developed Airow Gun dealership HTML email campaign, and setup targeted dealer communication database using Mail Chimp.
- Monitored SEO performance using Google Analytics, and Facebook Business manager.
- Redesigned the Paintball Palace and Airowgun web pages using Adobe Dreamweaver & Adobe Muse.

## EDUCATION

### Temple University

Philadelphia PA

- **Bachelor of Art** in Film and Media Arts, May 2012
- **New Opportunities Workshop**, professional development training, April 2016

### SKILLS

- Social Media
- Web Analytics
- Customer Service
- Graphic Design
- Video Editing
- Problem Solving
- Technical Support

### SOFTWARE LANGUAGES

- JQUERY
- CSS3
- HTML5

### AWARDS

- Eagle Scout Award (2007)

### COMPUTER SOFTWARE

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Outlook
- Photoshop CC
- Premiere Pro CC
- Adobe Muse CC
- Adobe Audition CC
- Facebook Business Ad Manager
- Final Cut pro 7 & X
- Indesign CC
- Illustrator CC
- Lightroom CC
- Microsoft Excel
- Pinnacle cart
- Wordpress
- Dreamweaver CC
- Google Analytics