

# JOSHUA STEIN

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## PROFESSIONAL SUMMARY

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Versatile IT and client solutions professional with 15+ years of experience spanning technical support, sales, customer service, inside sales and digital marketing across IT, telecom, and insurance sectors. Proven track record in resolving high-impact escalations, delivering tailored customer solutions, and driving retention and performance in deadline-driven environments. Holds certifications in Artificial Intelligence (AWS), Google AdWords, CompTIA Project+, and CIW Web Foundations. Exceptionally adaptable with a growth mindset and cross-functional acumen, seeking an entry to mid-level role in the Lehigh Valley.

## EXPERIENCE

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### **Back Office Manager (AT&T Escalations Help Desk)**

**6.21 – 9.22**

*Sequential Tech Intl. — Bethlehem, PA*

- Delivered high-touch service to AT&T escalated and VIP accounts via phone and email.
- Resolved billing, inventory, and technical issues, reducing churn by 23%.
- Collaborated with partner vendors to provide timely, customized customer solutions.
- Documented all interactions accurately in proprietary CRM systems.
- Mentored new agents on de-escalation strategies, improving team resolution times by 18%.
- Conducted root cause analysis for recurring issues and contributed to process improvements.

### **Sales Representative (AT&T Wireline Division)**

**4.18 – 6.21**

*Sequential Tech Intl. — Bethlehem, PA*

- Consulted with customers to recommend service bundles (TV, internet, wireless), improving close rates by 31%.
- Performed data entry for account setup, contracts, and credit validations with 98% accuracy.
- Promoted new service features and executed soft upsells through value-based consultative calls.
- Managed a high-volume call queue of 50+ daily interactions while maintaining service excellence.
- Achieved monthly sales ranking in the top 10% for 9 consecutive months.
- Built rapport with customers through needs-based communication, increasing satisfaction survey scores.

**Technical Support Specialist****6.14 – 9.16***PlumChoice Inc. — West Palm Beach, FL*

- Delivered remote desktop support via phone, chat, and screen share.
- Managed software installs, malware removal, and troubleshooting with 92% first-contact resolution.
- Maintained detailed case notes to support data accuracy and ticket routing.
- Supported multiple national clients including ISP and OEM accounts under strict SLAs.
- Trained in empathetic communication techniques to ease frustration during technical issues.
- Created internal knowledge base entries to improve Tier 1 support accuracy.

**Health Insurance Agent****11.16 – 2.18***Clear Choice Health — West Palm Beach, FL*

- Handled inbound and outbound customer calls to analyze needs and recommend tailored policies.
- Exceeded monthly sales targets by 18% while maintaining compliance in sensitive payment data entry.
- Delivered clear and concise policy education, resulting in increased customer trust and conversion.
- Maintained a 100% compliance record with HIPAA and PCI requirements.
- Conducted post-sale customer follow-ups to ensure satisfaction and reduce cancellations.
- Cross-trained in Medicare Advantage offerings and ACA plans for wider client applicability.

**Fast Food Crew & Butcher****10.22 – 5.25***McDonald's, Burger King, Weis Markets — Walnutport, PA*

- Provided customer service in high-volume settings while ensuring quality standards and hygiene compliance.
- Engaged with customers at the meat counter and front of house, enhancing the overall experience.
- Certified ServSafe® Food Protection Manager, ensuring food safety and service integrity.
- Handled 100+ customer interactions daily with focus on speed, accuracy, and friendliness.
- Managed inventory rotation and shrink reduction, contributing to less food waste.
- Recognized for maintaining one of the cleanest stations during random inspections.

## EDUCATION

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<b>High School Diploma</b>	<b>5.01</b>
J. P. Taravella High School — Coral Springs, FL	
<b>Online course in Information Technology</b>	<b>2008</b>
Kaplan University-Des Moines Campus — Des Moines, IA	
<b>Online course in Information Security</b>	<b>2010</b>
Western Governors University — Salt Lake City, UT	

## CERTIFICATIONS

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<b>Artificial Intelligence: Foundations of Prompt Engineering</b>	<b>12.23 – Present</b>
Amazon Web Services	
<b>Google AdWords Certification</b>	<b>11.16 – Present</b>
AdWords Fundamentals	
AdWords Search Advertising	
<b>CompTIA Project+</b>	<b>2013 – Present</b>
Project Management	
ID: ZPGYKXYB4GFEY88F	
<b>CIW v5 &amp; Web Foundations Associate</b>	<b>4.11 – Present</b>
Web Literacy and Internet Tech	
ID 448115	

## AWARDS

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<b>President's List Honors</b>
Kaplan University
GPA of 4.0 in 2008-2009