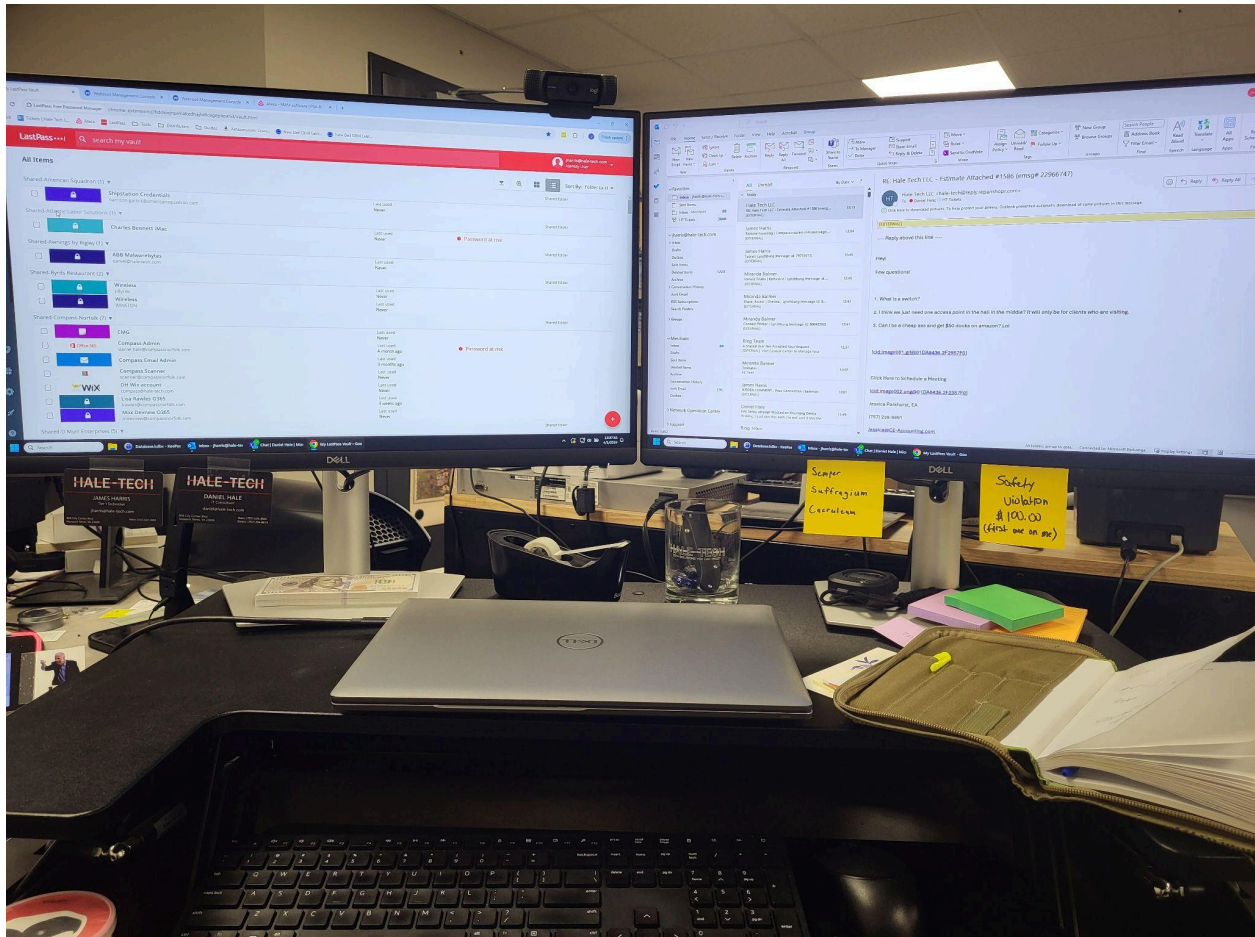


## Reflection 2



In this reflection, I'll walk you through a typical week in my role as a Tier One Support Technician. From starting my week to handling tasks and interacting with customers, I'll give you a glimpse (and picture) into what my job entails.

My typical Monday kicks off with a review of missed calls and emails that have accumulated over the weekend. This initial step allows me to organize for the week ahead, allowing me to prioritize urgent issues and allocate my time effectively. The standup meeting with my coworkers and direct supervisor that follows provides a place to collaborate, discussing past accomplishments, ongoing projects, and upcoming deadlines.

Following the meeting, I dive into the day's tasks, which often involve addressing customer trouble tickets and resolving technical issues. From password resets to troubleshooting network connectivity issues. Flexibility is key as I balance scheduled work with new tickets, ensuring timely resolution and maintaining customer satisfaction.

Throughout the week, I may encounter scheduled jobs that demand a significant portion of my time. These projects, ranging from hardware installations to network configurations, allow me to work in a hands-on setting. Despite the complexity of these tasks, I approach each one happily,

knowing that while I am on the jobsite I will only have to focus on that customer and they must receive my undivided attention if I don't want to make a mistake.

A central aspect of my role is documentation of all activities and interactions. The CRM system, RepairShopr, serves as a database of customer information. By logging each task and update, I ensure that my work is accounted for both for billing purposes to the customer and future reference for technicians after me.

Beyond the technical aspects of my role, I have also worked on my communication skills through regular interactions with clients. Effective communication is essential in understanding customer needs, troubleshooting issues, and conveying technical solutions in a clear and accessible manner. Building rapport and trust with clients has been important in creating long-term relationships that make future work and projects easier to accomplish due to the customers trust and familiarity with my work.

Throughout the reflection, I've shared the details of my daily routine, from tackling routine issues to managing bigger projects. It shows the significance of staying organized, being adaptable, and communicating effectively. Ultimately, it shows how I contribute to customer satisfaction and team productivity in my role as a Tier One Support Technician.