

JOSHUA D. CRUBAUGH

CUSTOMER SERVICE PROFESSIONAL

Merritt Island, FL | joshua.crubaugh@outlook.com

PROFESSIONAL SUMMARY

Customer service professional with more than seven years of experience supporting customers in retail, remote technical support, warranty service, and team-lead settings. Known for listening carefully, staying calm under pressure, and explaining complex information in terms customers can understand. Experienced in resolving complaints, documenting cases, training team members, and following through on problems. IT and hands-on mechanical knowledge support faster, more accurate troubleshooting.

CORE SKILLS

Customer Service | Complaint Resolution | De-escalation | Active Listening | Phone and In-Person Support
Remote Technical Support | Warranty Claims | Case Documentation | Point-of-Sale (POS) | Cash Handling
Order Accuracy | Inventory Support | Team Training | Policy Compliance | Microsoft Office | Troubleshooting

RELEVANT CUSTOMER SERVICE EXPERIENCE

Customer Support & Problem Resolution

- Assisted customers in busy retail and service environments through in-person, telephone, and remote support.
- Handled questions, purchases, transactions, orders, complaints, and special requests with patience and attention to detail.
- Listened for the real issue, explained available options clearly, and stayed involved until the customer had an answer or the case was properly escalated.
- Worked calmly with frustrated customers, acknowledged their concerns, and kept the conversation focused on what could be done next.

Technical & Warranty Support

- Guided customers through product, installation, hardware, software, connected-system, and warranty concerns using step-by-step troubleshooting.
- Explained mechanical, electronic, and computer-related findings in plain language, including what caused the problem and what to try next.
- Resolved more than 95% of assigned remote-support cases without escalation while maintaining accurate notes and protecting customer information.
- Prepared complete case and warranty records and followed established quality, safety, and escalation procedures.

Team Support & Daily Operations

- Coached and assisted customer service team members, trained new employees, and reinforced service, safety, and documentation standards.
- Supported point-of-sale transactions, cash handling, order accuracy, inventory, merchandising, and general daily operations.
- Worked with technical, quality, and operations teams when a customer issue required another area of expertise.
- Looked for simple workflow improvements that saved time while keeping service accurate and consistent.

ADDITIONAL TECHNICAL STRENGTHS

IT Support: Windows, Linux, and macOS; Microsoft Office; remote-support tools; ticketing systems; hardware and software diagnostics; basic networking

Mechanical & Hands-On Skills: Automotive brakes, suspension, electrical, and engine diagnostics; hand and power tools; measurement; maintenance; repair planning

EDUCATION & CERTIFICATIONS

Associate of Science (A.S.), Information Technology | Keiser University, Melbourne, FL

GPA 3.78 | Dean's List | Phi Theta Kappa National Honor Society

CompTIA Healthcare IT Technician (HIT) | OSHA Safety | CPR Certified