

Kylie Patch

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PROFESSIONAL SUMMARY

Implementation coordinator with experience in client onboarding and cross-functional project support within telecom. Managed 30-50+ client onboardings per month while improving workflows and reducing delays. Maintained 90%+ customer satisfaction and supported 95%+ on-time installs through effective cross-team coordination.

EXPERIENCE

TACHUS, LLC (Acquired by Ezee Fiber), The Woodlands, TX

Enterprise Implementation Coordinator, April 2025 - March 2026

- Managed onboarding and implementation for 30-50 clients per month, ensuring seamless transitions from sales to installation
- Coordinated project timelines across sales, construction, and technical teams, supporting on-time delivery for 95%+ of scheduled installs
- Reduced onboarding delays by 20% by improving communication workflows and tracking processes
- Created and maintained process documentation, improving team efficiency and onboarding consistency

TACHUS, LLC, The Woodlands, TX

Customer Service & Support Specialist, May 2022 - April 2025

- Handled 40-60+ customer interactions daily, resolving complex internet service issues
- Maintained 90-95% customer satisfaction (CSAT) by prioritizing first-call resolution and effective problem-solving
- Achieved strong first-call resolution rates by troubleshooting technical and account-related issues
- De-escalated high-volume customer concerns, improving retention and overall customer experience
- Collaborated with network operations and technical teams to resolve service disruptions quickly
- Identified recurring issues and escalated trends, contributing to service and process improvements

Harris County Sheriff Office, Houston, TX

Correctional Officer, March 2020 - July 2020

- Maintained safety and compliance in a high-risk, fast-paced environment
- Responded to incidents and coordinated with team members to manage situations effectively

H-E-B Grocery Stores, Magnolia, TX

Cashier, February 2019 - April 2022

- Delivered high-volume customer service in a fast-paced retail environment
- Trained new employees on POS systems and store procedures

EDUCATION

Lone Star College, Tomball, TX

Business, In Progress

SKILLS

Project management, Workflow optimization, Customer service, Effective communication, Data analysis, Training development, Team collaboration, Conflict resolution