

## Noah Browne

Senior Customer Care Specialist | Tier III B2B Escalations | Enterprise Customer Support

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Miami, FL • Browne12488@gmail.com • 305-726-4914

### Professional Summary

Technical Sales Engineer and Tier III Escalation Specialist with 5+ years of experience supporting enterprise, education, and government customers across large-scale hardware deployments, driving customer satisfaction, retention, and post-sale success. Trusted escalation point for high-risk issues, complex system configurations, and contracts up to \$800K. Known for translating deep hardware and systems expertise into clear, business-aligned guidance for both technical and non-technical stakeholders. Currently pursuing Computer Engineering coursework with a focus on C++ and systems fundamentals.

### Core Competencies

- Solutions Engineering
- Technical Sales Support
- Enterprise Accounts
- Stakeholder Communication
- Technical Presentations
- Cross-Functional Collaboration
- Customer Retention
- Escalation Management
- Solution Architecture
- Infrastructure Planning
- System Deployment
- Lifecycle Management
- Hardware Infrastructure
- Executive Communication
- A.I Automation
- AWS (In Progress)

### Experience

#### CORSAIR GAMING

##### Senior Customer Care Specialist – Tier III B2B Escalations

Nov 2022 – Present

- Serve as Tier III escalation point resolving approximately 90% of high-risk and complex technical issues, protecting key enterprise and government accounts.
- Provide technical advisory support for 30–1,500+ system deployments, including contracts valued up to \$800K.
- Guide customers through product selection, system architecture, upgrade paths, and lifecycle planning, aligning technical solutions with business needs.
- Act as subject-matter expert for Corsair One CUJO, performing BIOS updates, firmware validation, and component-level diagnostics.
- Deliver white-glove support for high-visibility and executive-facing customers, partnering cross-functionally to drive post-sale success and retention.
- Translate complex hardware and systems concepts into actionable recommendations for non-technical stakeholders.

## **CORSAIR GAMING**

### **Technical Support Representative (Tier I)**

Mar 2021– Nov 2022

- Resolved advanced hardware, operating system, and peripheral issues in high-volume environments.
- Guided customers through system builds, compatibility planning, and optimization strategies.
- Maintained strong first-contact resolution and escalation documentation.
- Recognized for technical expertise and customer satisfaction.

## **ORIGIN PC**

### **Depot Repair Technician**

Nov 2020– Mar 2021

- Diagnosed and repaired desktops and laptops.
- Performed root-cause analysis for hardware failures.
- Maintained quality standards and turnaround goals.

## **Leadership and Activities**

## **IRONCIRCLE**

### **Lead Cybersecurity Instructor**

Dec 2024 – Present

- Deliver cybersecurity instruction to classes of 30+ students.
- Simplify complex technical concepts for practical application.
- Mentor aspiring professionals entering technical careers.
- Develop engaging learning experiences focused on networking, Linux, Active Directory, and cybersecurity concepts.
- Support student growth through individualized guidance and technical coaching.

## **IRONCIRCLE**

### **Associate Cybersecurity Instructor**

Sep 2023 – Dec 2024

- Taught networking, Linux, Active Directory, and system architecture concepts.
- Provided individualized support and technical guidance.

## **Education**

### **MIAMI DADE COLLEGE**

Miami, FL

Bachelor's Degree Program, Computer Science (In Progress)

### **MIAMI DADE COLLEGE**

Miami, FL

Associate of Arts (A.A.) - Music

## **Certifications**

AWS Certified Solutions Architect - Associate (In Progress)