

Summary

Professional with expertise supporting and training all types of users. Featured by Oprah, 20/20 Downtown, BBC's The Net, MSNBC's The Site, and in the San Francisco Chronicle, the Associated Press, .Net magazine, Catholic Digest, the Dallas Morning News, Glamour, USA Today, US News & World Report, and other print and televised media as an Internet safety expert.

Hard Skills

- Windows, macOS (OS X), Linux
- iOS, Android
- MS Project, Jira, Asana, Trello
- Git/GitHub
- HTML5, CSS, WordPress
- SQL (MySQL), EDI (Telecom)
- JavaScript, Python
- MS Office, Google Suite

Soft Skills

- Empathetic
- Clear communicator
- Team player
- Unflappable, with a calming presence
- Extremely positive
- Persistent problem-solver

Recent Experience

Senior Technical Support Advisor, Apple, Cupertino, CA (Remote) April 2014 to present

- **Regularly achieve 100% customer satisfaction ratings over multiple reporting periods while maintaining excellent call handle times in high-volume, fast-paced environment**
- Advise and mentor tier one representatives as well as taking escalated calls
- Support Apple hardware, software, and cloud service users via phone, email, and chat using proprietary tools
- Remove malware and escalate cases to engineering if they cannot be immediately resolved

Technical Support Maven, Owl Insights, Seattle, WA (Remote) March 2016 to January 2017

- **Maintained excellent support response time while completing projects promptly**
- Acted as sole technical support provider for healthcare SaaS startup via email and telephone
- Onboarded new clients
- Created documentation and performed QA tests (Agile methodology)
- Used MySQL, GitHub, JIRA, Asana, and Desk.com

Solutions Engineer, Support.com, Redwood City, CA (Remote) March 2013 to April 2014

- ***Earned high customer satisfaction ratings with low call times***
- Provided remote technical support to customers of various clients such as ISPs and retail stores to remove malware and resolve OS, application, and networking issues
- Assisted tier one representatives with difficult issues and took escalated calls

Prior Experience

Freelance Consultant/Trainer, Atlanta, GA

QA Analyst, DoubleClick, Inc., Alpharetta, GA

Lead QA Analyst, GE Information Systems, Atlanta, GA

IT Specialist, DataScan Technologies, Inc., Alpharetta, GA

Manager, Support/Information Technology, RelevantKnowledge, Inc., Atlanta, GA

Tech Writer/Support Supervisor/TechnoMom, MindSpring Enterprises, Atlanta, GA

Volunteer Experience

Technology Coach, Bluehair Technology 2014 to 2017

Mentor, DoSpace 2016

Animal Foster Home, Lifeline Animal Project 2013 to 2016

IT Liaison/Board of Directors, Grants to You 2012 to 2014

Executive VP/Webmaster, Working to Halt Online Abuse 1998 to 2005

Safety Coordinator, Freecycle Network 2004 to 2005

Troop Leader, Girl Scouts of the USA 2001 to 2003

President, PC Users Group of Dublin/Laurens County 1990 to 1992

Education

Three years of credits towards a B.S. in Technical and Professional Communications/Management at Devry University Online and Southern Polytechnic State University. Currently using RMOTR, FreeCodeCamp, CodeAcademy, Lynda.com, Coursera, EdX, and other resources to continue education.