

## Work Experience

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

- Support Apple hardware, software, and cloud service users via phone, email and chat using proprietary tools
- Remove malware and escalate cases that cannot be resolved immediately to engineering
- **Achieved 100% customer satisfaction ratings while maintaining excellent call handle times over multiple reporting quarters**

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

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

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

- 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
- **Earned high customer satisfaction ratings despite low call times and escalation rates**

## Communication

Featured by Oprah, 20/20 Downtown, the BBC show The Net, MSNBC's show The Site, and in the San Francisco Chronicle, Glamour, .Net magazine, Catholic Digest, the Associated Press, the Dallas Morning News, USA Today, US News & World Report, and other print and televised media as an internet safety expert.

## Volunteer Experience

**Technology Coach, Bluehair Technology** February 2014 to Present

**Animal Foster Home, Lifeline Animal Project** October 2013 to July 2016

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

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

## Skills

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