

Cynthia L. Armistead

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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 assigned 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**

Homeschooling Mom/Homemaker July 2000 to March 2013

QA Analyst, DoubleClick, Inc, Alpharetta, GA November 1999 to July 2000

- Created and executed test plans
- Performed web-based testing of user interface using multiple browsers and platforms to check authentication and all links, forms, etc. through each step of development
- Did email-based testing of subscription and response systems
- Ran load tests
- Used SQL to populate and test databases
- Used proprietary database to track issues

QA Analyst, GE Information Systems, Atlanta, GA January 1999 to November 1999

- Created, documented, and implemented testing procedures, plans, and cases from customer requirement, technical specification and local telephone company ordering guideline documents for integration, functional, and regression tests
- Wrote testing procedures manual used by testing team
- Used MS Project to manage schedules and resources
- Recruited, trained, and supervised testers
- Acted as liaison to all stakeholders

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Education

Three years of credits towards B.S. in technical and professional communications at Southern Polytechnic State University and Devry University Online. Currently using Rmotr.com, FreeCodeCamp.com, CodeAcademy.com, Lynda.com, LinkedIn Learning, Coursera, EdX, and other resources to continue education.

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.

Knowledge, Skills, and Abilities

Soft Skills

- Highly ethical
- Empathetic
- Clear communicator
- Patient
- Team player
- Unflappable, with a calming presence
- Positive attitude
- Flexible
- Fast learner, and eager to learn
- Closely attentive

Experience

- Technical Support (Deskside, phone, email, chat, social media) – 26 years
- Writing (Documentation, blog posts, email templates) – 20 years
- QA (Windows, Mac, HP-UX, Web-based) – 5 years

Technical

- Windows, OS X, Linux
- iOS, Android
- MS Office (Word, Excel, PowerPoint, Outlook, Access) iWork (Pages, Numbers, Keynote), Google Apps
- MS Project, Jira, Asana, Slack, Skype
- Adobe Acrobat CS
- Photos, Snagit, GIMP
- Git/GitHub
- HTML5, CSS, WordPress
- SQL (MySQL), EDI (Telecom)
- JavaScript, Python, Ruby

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