

## Summary

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

## Hard Skills

- Windows, macOS, Linux
- iOS, Android
- Jira, Asana, Targetprocess, Zendesk
- Git/GitHub
- HTML5, CSS, WordPress
- SQL, EDI (Telecom)
- JavaScript, Python
- MS Office, Google Suite, iWork

## Soft Skills

- Empathetic
- Clear communicator
- Team player
- Organized
- Adaptable
- Unflappable, with a calming presence
- Positive attitude
- Persistent problem-solver

## Recent Experience

Technical Support Specialist, TST, Atlanta, GA

April 2018 to present

- **Reduced open support tickets from 1200+ to less than 400 in the first three months of employment**
- Provide enterprise support for B2B2C SaaS startup via email and phone
- Research customer tickets using logs, FullStory, and queries of MySQL and MongoDB databases
- Reproduce customer-reported bugs and create and monitor defect reports
- Communicate with product owners and developers regarding customer feedback
- File and monitor problem reports with providers
- Evaluated help desk options, then migrated support tickets from Targetprocess to Zendesk

Senior Technical Support Advisor, Apple, Cupertino, CA (Remote)

April 2014 to April 2018

- **Consistently achieved 100% customer satisfaction ratings while maintaining excellent call handle times in a high-volume, fast-paced environment**
- Advised and mentored tier one representatives as well as taking escalated calls
- Supported Apple hardware, software, and cloud service users via phone, email, and chat using proprietary tools
- Removed malware and educated consumers on avoiding infection
- Escalated cases to engineering when they could not be immediately resolved, working with engineers and customers until the case was brought to a satisfactory resolution

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 to assist agile development team
- Worked with MySQL tables and application's web interface to resolve clients' issues
- Created HTML help files for system using BBEdit and updated them using Git via GitHub
- Recorded instructional videos for help system using Snagit and uploaded using GitHub and FTP
- Migrated support records from OSTicket to Desk.com and served as Desk administrator
- Used Asana, then Jira to track projects
- Researched chat solutions for integration into product

Personal Technology Expert, Support.com, Redwood City, CA (Remote)

March 2013 to April 2014

- **Earned high customer satisfaction ratings with excellent first call resolution rates and low call times**
- Provided remote technical support to customers of various clients such as ISPs and retail stores
- Remediated malware of all types on Macs and PCs
- Resolved operating system problems
- Assisted with troubleshooting and how-to questions about any Windows application
- Helped with networking issues such as setting up file sharing and configuring routers
- Aided customers in connecting devices including computers, printers, phones, tablets, media players, game consoles, and televisions to their wireless networks
- Assisted tier one representatives with difficult matters and took escalated calls

## Previous Experience

QA Analyst, DARTmail Project, DoubleClick	1999 to 2000
Lead QA Analyst/Documentation Specialist, GE Information Systems	1998 to 1999
Manager, Support/IT, RelevantKnowledge	1997
Technical Writer/Technical Support Supervisor, MindSpring Enterprises	1995 to 1996

## 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, Codecademy, Lynda.com, Coursera, EdX, and other resources to continue education.