

# Travis Spencer

248 Darren Summit, Chicago, IL

## PHONE

+1 (555) 811 7991

## EXPERIENCE

### Hessel-Bailey

Philadelphia, PA // Advocate // 09/2018 – present

- Documents accurate member contacts and activities according to enterprise, EAP and Worklife format using PC technology
- Experience managing a strategic set of renewals within an account set
- Experience selling network solutions and/or other APIs into the Healthcare market
- Familiarity with revenue cycle
- Possesses strong knowledge of the business and Orkin applications
- Proven experience supporting a STEM program
- Highly driven and organized, with excellent time management skills
- Experience with project and/or event coordination

### Walsh-Botsford

Philadelphia, PA // Advocate // 04/2012 – 07/2018

- Experience working in developer advocacy, developer evangelism, developer relations, or some other technical community role
- Strong familiarity with the devops and infrastructure space
- Experience with automation, deployment, container orchestration, virtualization, server administration, and log management servers
- Expert-level understanding of IPv6 and networking generally
- Industry-recognized leader in the networking field
- Superior oral and written communication skills in Mandarin & English

## EDUCATION

### Oregon State University

Bachelor's in Education

## SKILLS

- Customer service experience analyzing and solving customer problems
- Eligibility associated with Federal, State and Company leave of absence plans
- Understanding of leave status
- Researching customer information and inputting data into designated system. Managing correspondence and notifications within targeted time frames to meet Department of Labor and Customer Performance Guarantees for Family Medical Leave (FML)
- Inputting intermittent Family Medical Leave (FML) time received into designated system, compares certification information against Business Requirement Documents, and renders determination