**T. Rexx Madsen**

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**EXPERIENCE**

2021 – Present **ADOBE** Lehi, UT

**Tier 2 Technical Support Engineer (Integrations)**

* Held an average of 96% customer satisfaction with a 14.7% survey response rate while maintaining a top contributor for case intake
* Troubleshot customer integrations between our product and outside applications while maintaining an ARD of 4.3 days
* Completed all training support certifications Core (including resource management), Integrations, and Documents
* Created custom API calls for GET, POST, PUT, and DELETE methods to allow customers to quickly update the program utilizing the API call.
* Support Accolades:
  + Hummingbird x2 – Awarded for being in the top 10 of customer nominated Hero award across all of Adobe’s support during a business quarter.
  + Cheetah x1 – Manager Nominated for being the fastest up and coming new hire
  + 100th Positive CSAT – Awarded for getting 100 positive surveys in a rolling 4 quarter period (I accomplished this in 1 quarter right out of training)

2019-2021 **AUTOPOINT** South Jordan, UT

**Technical Support Team Lead**

* Acted as an escalation path for customer facing technicians
* Maintained technician knowledge on evolving programs
* Acted as an interpreter between the customer and our development team to ensure customer needs were properly met, state laws are followed, and to ensure realistic development goals were set.
* Trained new hires on process, casing, and documentation to ensure smooth onboarding process.

2017-2019 **Technical Support Agent**

* Acted as a customer facing technician who builds strong client bonds
* Assisted in troubleshooting and identifying the cause of issues within a variety of programs
* Walked users through process and taught them how to fix issues in the future
* Worked with an internal wiki knowledge base, update information when necessary
* Managed multiple tickets at once while maintaining open lines of communication with team members and the customer to ensure a smooth repair process.
* Accurately identified what a customer is trying to explain to find the root of the issue.
* Utilized SQL database to find information on errors, or missing data.

2017-2017 **ASMR** Salt Lake City, UT

**Enterprise Service Desk Agent (Contractor)**

* Assisted in troubleshooting and identifying the cause of issues on a machine
* Walked users through process and taught them how to fix issues in the future.
* Created troubleshooting walk throughs to assist coworkers and increase first contact resolution.
* Managed multiple issues at one time.
* Accurately identified an issue to ensure a fix would work the first time or that the tier 2 technicians had a precise idea of the issue.
* Maintained open lines of communication between the affected end user and

**PROGRAMMING LANGUAGES**

* HTML
* JAVASCRIPT
* SQL
* CSS
* API
* EXPRESS JS
* NODE JS