

Evan English

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Summary

Confident, friendly, and hardworking individual. Experienced technical specialists with a demonstrated history of work in the computer software industry. Strong background in front facing customer service roles, technical troubleshooting, training & computer science.

Very well organized with a keen attention to detail. Devoted to achieving my goals and intent on learning new skills. Works well within a team and in a solo environment, with experience in both fields. Passionate about problem solving and helping others.

Skills/Hobbies

General

- Technical troubleshooting
- Computer Architecture
- Web design & Web architecture
- Web & Software development
- Logical/Critical thinking
- Communications skills
- Excellent customer relations skills
- Logical/Critical thinking
- Capable of taking initiative and works well without instruction or supervision

Programming Language experience

- HTML5/CSS/Twitter Bootstrap/Vue.js
- JavaScript/JQuery
- Python
- Go(Lang)
- JAVA
- MySQL

Education

May 2013

FETAC Level 5 Certificate (Information Technology), *Central Technical Institute Clonmel*

Experience

March 2019 - Present

Technical Specialist. *Teamwork*

- Compiling, calculating and delivering multi-products reports and metrics to drive internal reporting and trend analysis.
- Delivering API and Technical Training to customer facing teams.
- Handling API support queries & maintaining customer Developer portal.
- Testing and identifying custom-built integrations for potential release to customers, ensuring data privacy standards are met.
- Educate and enable support agents in more technical aspects of Product issues.
- In-depth testing, and analysis of bug reports to identify root causes.
- Provide internal support to Engineering, Technical Services, Sales and other departments in the best interests of the customer experience.
- Designing and implementing internal efficiency workflows using custom scripts to drive automation throughout the support department.
- Working closely with development teams on feature enhancements and bug fixes through design specs and testing.
- Maintaining quality assurance and accuracy of API Documentation for both internal and external use.
- Handling and executing GDPR related Data purge requests.
- Assisting operations teams in visitor management programs and setting up check-in portals/notification systems for multiple offices.

Jan 2018 - Feb 2019

Customer Support Specialist, *Teamwork*

- Delivering timely, friendly and comprehensive customer support
- Technical troubleshooting
- Supporting others on the team via help with bug reports, ticket answering and troubleshooting.
- Detailed bug testing and logging

July 2016 - December 2018

Escalation Manager - G Suite by Google Cloud, *Voxpro*

- Compiling Monthly/Quarterly metrics for internal assessments.
- Monthly/Quarterly Business Reviews
- Taking full management of front facing communication with clients.
- Monitoring trends, Priority issues and advice of improvement paths to prevent re-occurrence.
- Maintaining continuous communication with clients and all parties involved in the escalation.
- Quality Reviews and coaching of Technical Support agents.
- Hands on work with Salesforce Reporting.
- Updating and maintaining internal documentations and workflows.

April 2015 - July 2016

G Suite by Google Cloud Technical Support, *Voxpro*

- Technical Support at a high level (Phone/Email)
- Hitting monthly targets
- Providing excellent customer service and experiences
- Engaging in monthly team meetings with Product Engineers to discuss common issues to better enhance the product and support offered.