Allysha Bilges

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Skills

- Web Development: HTML, CSS, JavaScript
- OS: Microsoft Windows, Mac OS X, Linux (Kali, Ubuntu)
- Applications: Postman, Visual Studio Code, Visio, Notepad++, Jira, Slack, Smartsheets, Trello, Mural
- Interpersonal Skills: Leadership, Data Analysis, Processes Improvement, Innovation, Collaboration, Customer Service, Teamwork, Troubleshooting, Quick Learner, Research, Creative Thinker

Professional Certifications

Professional Scrum Master 1 (PSM 1), *Scrum.org*

Work History

Technical Support Specialist
Docupace

- Led the development of the Technical Support Specialist role.As a pivotal team member during its inception, I conceptualized and designed the TSS role, aimed at introducing distinct skill levels within the support framework.
- Effectively organized a team of five members, This strategic assembly allowed us to deliver a holistic and tiered technical support system, aligning with the company's evolving needs.
- Instituted a daily triage call to meticulously review and categorize new tickets, effecting reducing the occurrence of tickets initiated without sufficient information.
- Designed and implemented a KPI (Key Performance Indicator) process utilizing data from tools such as Actionable Agile and Jira. This process led to a remarkable reduction in the average ticket completion time, from 90 days to 44 days, earning recognition as the "Back office Hero".
- Contributed to the team's remarkable reduction in the average ticket completion time down to approximately 27 days with a full team, resulting in increased productivity.
- Spearheaded the creation of a monthly retrospective meeting involving entangling, product, and documentation stakeholders. This forum facilitated the review of categorized tickets, leading to the identification of areas requiring documentation. Over the past six months, approximately five new documentation requests were initiated, totaling in 30 enhancements in documentation.

Scrum Master
Docupace

- Acted as a servant leader, coaching and mentoring three newly created scrum teams.
- Proficiently managed core Agile ceremonies, including Sprint Planning, Product Backlog Refinement, Daily Scrum, Sprint Review, and Sprint Retrospective.
- Championed the core Scrum values: commitment, courage, focus, openness, and respect.
- Collaborated with a change management team to identify and order impediments and needs of the company
- Worked in tandem with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.

Business Analyst
Docupace

- Led client requirements gathering efforts and contributed to the analyze and design of implementation strategies.
- Enabling API integrations for multiple purposes ranging from New Account Opening solutions & eSign.
- Facilitated API integrations for various purposes, including New Account Opening solutions & eSign capabilities
- Orchestrated data configuration and mapping between internal Docupace systems and external sources.
- Collaborate closely with web developers to design, build, and implement custom user interfaces, widgets/web applications, and dynamic starting point.
- Provide support for complex deployment and post-deployment needs, including but not limited to function and regression testing.
- Maintain and improve technical documentation of our business processes.
- Manage communication for and between internal/external clients and vendors, ensuring clear, and proactive updates and resolution expectations.
- Provide technical guidance to Customer Care and Support Staff including education about wildcards, SQL, and other configuration needs.

Customer Support Representative
Docupace - Des Moines, IA
- Research, resolve and respond to internal and external inquiries.
- Effectively managed the resolution of complex issues, including escalation; system testing, strategy sessions and knowledge distribution.
- Maintained meticulous records of all client interactions within Jira and Smartsheets.

Internet Technical Support
CenturyLink
- Delivered comprehensive technical support and issue resolution to up to 30 customers daily over the phone.
- Maintain a professional and composted demeanor.

Undergraduate Teaching Assistant Unix/Linux,
Graceland University - Lamoni, IA
- Instructed two sections of Linux, each with 15 students, under the guidance of the professor.
- Developed, administer, and graded labs, homework, tests and quizzes in a timely manner.

Student Technical Assistant
Graceland University - Lamoni, IA
- Provided technical support to over 1500 students and faculty members on campus.
- Maintained instructional technologies for more than 50 classrooms.
- Troubleshot and resolved hardware and software issues.

Independent Projects

- https://github.com/CodingStormtroopereather
- Weather API Application: Implemented using JavaScript, HTML, CSS, JSON and weather underground API

Education

Bachelor of Science: Computer Science and Information Technology
Graceland University – Lamoni, IA