

Greg Hughes

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EDUCATION

Santa Rosa Junior College

A.A. Digital Media: Web and
Multimedia

May 2019 | Santa Rosa, CA

A.A. Social and Behavioral
Sciences

May 2019 | Santa Rosa, CA

Computer Studies: Web
Fundamentals Certificate

Dec 2018 | Santa Rosa, CA

SKILLS

Programming

Over 5000 lines:

HTML • CSS • JavaScript
React • Shell

Familiar:

TypeScript • SQL • PHP
Sass • Swift • C++

Other:

Next.js • Node • NPM
Git • Webpack • Docker
GitHub • WordPress

Misc

Jira • Salesforce • Zendesk
Postman • FullStory • SEO
Google Suite • MacOS • iOS

LINKS



GregHughes



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WORK EXPERIENCE

Support Engineer

Compass

February 2021 - July 2022

- Created and maintained supportability plans for over a dozen national product launches contributing to a decrease in overall P1 and P2 incidents YoY by 40%.
- Responded to all P1 and P2 incidents via Opsgenie while on-call, assisting with advanced troubleshooting and scaled communications for up to tens of thousands of users.
- Collaborated with product and engineering stakeholders by appropriately prioritizing customer reported bugs within Jira in order to meet our SLA of 95% of all open sev-3 bugs being resolved within two sprints.
- Participated in bug bashes ensuring there was no known sev-3 bugs pending at the time of a product launch and reducing the overall amount of reported sev-3 or sev-4 bugs after launch.
- Processed on average 20 product support escalations via Zendesk a day, while maintaining our SLAs of a 24 hour first response time, and a 2 week resolution time.
- Troubleshoot and resolved customer reported issues using internal tools and APIs, Postman, Salesforce and FullStory.
- Created basic and advanced troubleshooting documentation for assigned product areas, and facilitated product training to lower tiered support teams.

Customer Success Manager

Compass

June 2019 - February 2021

- Facilitated group and one-to-one product trainings with internal customers which contributed to an increase of overall product usage by 21% regionally.
- Collaborated with product teams on regional product launches, capturing early user feedback and submitting bug reports.
- Onboarded dozens of internal customers assisting with product training, technology setup, and performing Salesforce administrative tasks.
- Assisted with the training of new hires and internally acquired teams.

Certified Mac/iOS Technician

Apple

June 2012 - June 2019

- Provided customer facing technical support for all iOS and macOS devices, serving on average 20 customers a day while maintaining a customer satisfaction score of 86% measured by NPS ratings, beating the store average of 78%.
- Troubleshoot and repaired all currently supported Apple operating systems and software, home and small business networking, and Apple hardware with minimal repeat repair rates.
- Performed data migrations for home and business users, ensuring minimal downtimes and faster turnover rates while repairing 5 - 12 computers daily during numerous repair shifts.
- Internally and externally educated others about all Apple products and services contributing to the increase in business awareness by over 20%.