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CAREER HISTORY

Technical Consultant, HubSpot (Dublin)

November 2019 - present

- Work directly with customers to build business relationships and help solve their ongoing HubSpot implementation, integration, and support needs.
- Apply problem solving and solution design skills to remedy internal roadblocks for customers, enabling them to get the maximum value from the HubSpot software.
- Consult on advanced HubSpot usage, front-end work, and client integration needs.
- Continuously provide HubSpot product training and collaborate with other teams to support customer success.
- Use of HTML, CSS and JavaScript/jQuery.
- As well as HTTP and REST API concepts
- Learn & communicate technical concepts.

Technical Support Engineer, InVision (Berlin)

June 2018 - November 2019

- Working in a fully remote, 800 person+ team.
- Configuring and troubleshooting SAML-based SSO setups with InVision Enterprise customers.
- Providing service status updates via our StatusPage and social media.
- Directly respond to and engage qualified customer requests.
- Compare, analyse and escalate user requests to Engineering and Product.
- Directly engage and collaborate with Engineering teams to quickly resolve reported bugs.
- Act as quality insurance for escalations and technical backbone and resource for Customer Facing Teams.
- Develop, author and maintain internal and customer-facing technical documentation.
- Compile, prioritise and report feature requests for product direction and implementation.
- Share industry best practices on web and mobile design tools with clients.
- Participate in global on-call schedule for software incident coverage.

Customer Success Associate, Intercom (Dublin)

October 2016 - June 2018

- Communicating efficiently and effectively with our customers - using Intercom to support Intercom customers.
- Becoming an encyclopaedia of knowledge about how Intercom works and what it is capable of.
- Ensuring that all customers have a great experience with our product - a crucial part of the role is ensuring we make it as easy to use, reliable, bug-free, and as fast as possible.
- Working directly with product teams to identify current issues and synthesising the diverse feedback we hear from our customers, offering informed opinions on potential solutions.
- Coming up with workarounds for customer workflow requests.
- Hosting customer product demos and sessions.
- Onboarding groups of new hires in classroom-style learning.
- Mentoring new hires up to 12 weeks of joining the Support org.
- Leading the EMEA Twitter team, consisting of 8 teammates in the Dublin office.
- Delivering company-wide product training.

Customer Success Manager, Future Finance (Dublin)

September 2014 - September 2016

Customer Service, Bank of Ireland (Dublin)

June 2012 - September 2014

EDUCATION & TRAINING

Leaving Certificate (Pass)
Loreto Secondary School, Bray

June 2012

IT SKILLS & LANGUAGES

- HTML, CSS, JavaScript/jQuery, Bootstrap, SQL
- English (Fluent, mother tongue)
- German (Intermediate)

INTERESTS

- Web development
- Self development
- Reading
- Trail running
- Music - gigs & festivals
- Member of Greystones Rowing Club

References available on request