

**Maribel Ellison**  
**903-812-2300**  
**maribel.duron86@gmail.com**  
**www.linkedin.com/in/maribel-ellison**  
**https://github.com/Mellison8186**  
**https://github.com/Mellison8186/react-potfolio**

### **Experience and Achievements**

- Mac OS X, Windows OS, & iOS
- Microsoft Office
- GitHub
- JavaScript, jQuery, & React.js
- HTML & CSS (Cascading Style Sheet)
- Bootstrap
- Node.js & CDN
- MySQL & MongoDB
- Express.js
- Postman & GraphQL (w/REST API)
- Splunk & Datadog
- Certified Salesforce Administration
- Certified Salesforce Advanced Administrator
- Certified Salesforce Platform App Builder
- Certified Full Stack Web Development

Inducted into Sunquest's Director's Circle of Excellence for keeping customer support statistics in the top 15% of the department, and awarded ServiceMax Inc's Top 40 award, which is presented to the top 40 employees in the company for outstanding performance.

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## **Work Experience**

### **Salesforce, Inc. March 2022 - Sept. 2023** **Senior Technical Account Manager (TAM)**

- Manage Multiple Signature Accounts concurrently to ensure they are receiving and taking advantage of their entitled Signature offerings
- Drive cases towards resolution by following up with Support, Engineers, Product Managers, and escalating to management as necessary
- Present weekly/biweekly/monthly organization health to include tracking customer projects and priorities
- Give insight into instance limits being reached/exceeded, long running processes, errors during process execution
- Present all major release information that is relevant to the org, to include technology that will be retired/sunsetted, and functionality that will be automatically enabled that may affect the customer's org
- Work through the business cycle from development thru Go-Live and stabilization to ensure that the correct individuals are working with the customer if issues arise and that monitoring is occurring during deployments and Go-Lives

### **Parsable Inc, March 2021 - March 2022** **Senior Support Specialist**

- Track tickets in Zendesk and work with customers on functionality/issues with specified products
- Debug issues using web dev console, Parsable mobile logs, AWS logs via DataDog, Amplitude logs, and PostMan queries
- Work with engineers to resolve defects in product code by replicating/pinpointing issue layer/location
- Work with the Customer Support Managers (CSMs) to track, update, and push existing tickets
- Worked on call hours to troubleshoot system down issues to resolution
- Assisted with/owned LATAM tickets as the only Spanish speaking support agent
- Used Jira to create, update, and monitor enhancements, bugs, tasks, and internal feature requests
- Updated/approved internal Knowledge documents in Confluence and updated jQuery and CSS in the

Help Center to update UI/UX functionality

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**Zinier Inc., April 2020 - November 2020****Technical Support Lead, LATAM (T3)**

- Track tickets in Zendesk while working with customers on specified products
- Subject Matter Expert (SME) for the Zinier mobile application
- Troubleshoot by reviewing JSON modules/workflows, running PostMan scripts, use web dev console, Zinier platform logs, AWS logs via DataDog, API logs, and mobile logs
- Host screen shares to walk clients through resolutions
- Work with engineers to resolve defects in product code by replicating/pinpointing issue layer/location and translate code into Spanish (when necessary)
- Work with the Customer Support Managers (CSMs) to track, update, and push existing tickets
- Assisted with/owned LATAM tickets as one the only LATAM support agents
- Used Jira to create, update, and monitor enhancements, bugs, tasks, and internal feature requests
- Create, updated, and approved Knowledge documents in Confluence

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**ServiceMax Inc., April 20, 2015 - April 2020****Senior Support Manager (April 2019 - April 2020)**

- Manage the Americas Critical Customer Support team (T3) by hosting weekly 1:1 to review metrics, provide mentoring, and report on and record technician metrics
- POC for client/account manager escalations and consult with the customer on best practices for customizations/implementations.
- Head customization projects to ensure that the correct architect is assigned to the correct project
- Debug issues using Salesforce's debug logs, web dev console, and mobile logs
- Create cases and work with salesforce technical support to provide timely case resolutions
- Attend customer on-sites to assist with account retention by addressing any and all customer open cases and additional issues
- Article creation for the ServiceMax Support Handbook

**Regional Support Manager (March 2018 - April 2019)**

- Manage a team of five US West Technical Support Engineers by hosting weekly 1:1 to review metrics and provide mentoring
- POC for client/account manager escalations as well as client hyper-care during and after major releases to ensure little, to no downtime
- Train Team Leads, Regional Managers, and provide coverage during alternating shifts or when regional managers are OOO.

**Customer Support Team Lead (February 2017 - March 2018)**

- Manage a team of five US West Technical Support Engineers by hosting weekly 1:1 to review metrics and provide mentoring
- Report on and record technician metrics to ensure that technicians exceed standards
- Conduct interviews for prospective candidates and onboard/train new technical support engineers
- Create a channel of communication between the Customer Account Managers and the Regional Team Leads in order to provide the best customer support experience

**Technical Support Engineer (April 20, 2015 - February 2017)**

- Track tickets in Salesforce to annotate client troubleshooting via email, phone, and screen share

- Debug client issues using Salesforce's debug logs, developer console, and mobile logs
- Assist in HTML changes for client output documents
- Work with the engineers to resolve defects found product code
- Create product solutions within Salesforce and ServiceMax managed package to assist other agents and customers with troubleshooting steps for specific issues
- Create test environments to replicate customer issues or test solutions

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**Sunquest Information Systems, Sept. 9, 2013 – April 17, 2015****Technical/Customer Service Support Specialist**

- Track tickets in Salesforce for the Clinical Financial and Commercial Laboratory Sunquest products
- Work with customers to verify functionality or product issues while meeting the 90 minute SLA
- Work with the engineers to resolve bugs found in the Mumps product code
- Implemented the Salesforce Console and Knowledge in order to create product solutions within Salesforce
- Prepared and presented educational client offerings during the company kick-off
- Attended Salesforce's DreamForce 2014 event to assist with gathering information for future Salesforce implementations and created a Salesforce Customer Community template

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**Stream Global Services (Salesforce CRM Contract), Jan. 23, 2012 – May 23, 2013****Technical/Customer Service Support Professional**

- Track tickets in Salesforce for configuration or product issues
- Assisted with the Summer '12 and Winter '13 releases
- Coach and mentor new employees
- Use screen shares to assist customers to resolution of issues/inquiries
- One of two bilingual technical support agents at my location

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**Labor Finders-Newnan, March 2010 – June 2010 & May 2011 – Oct. 2011****Office Manager and Assistant Branch Manager****Clayton County Sheriff's Office -Jonesboro, GA June 2010-May 2011****Court Security Officer****U.S. Army, June 24, 2004-Jan. 29, 2010****Wheel Mechanic, Public Affairs Journalist, Black Hawk Mechanic**

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**Education**

- Certified Full Stack Web Developer from the University of Arizona Coding Boot Camp on 12 July 2022
- Graduate of Colorado Technical University Online in June 2015 with a Bachelor's in Science of Information Technology with a concentration in Security
- Graduate of Keiser University in July 2011 with an Associate in the Science of Medical Assisting
- Graduate of North Medford High School in 2004 from Medford, Oregon

**References available upon request.**