



Maribel Ellison

903-812-2300

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[LinkedIn](#)

[GitHub](#)

[Portfolio](#)

Full Stack Web Dev

Sr. Technical Support Engineer

Skills - Experience

- Mac & Win OS, iOS
- Microsoft Office
- GitHub
- HTML & CSS
- JavaScript, jQuery & React.js
- Node.js
- Bootstrap
- MySQL & MongoDB
- Express.js
- PostMan & GraphQL
- REST API
- Splunk & DataDog

Certifications

- Salesforce Administrator
- Salesforce Advanced Admin
- Salesforce Platform App Builder
- Full Stack Web Development

Education

- Bachelor's in Science of Information Technology
- Associate in Science of Medical Assisting

Profile Summary

I have made and continue to make customer support and happiness my number one goal. I have proven that throughout my 10+ years of experience as a customer facing Technical Support Engineer. In addition to that, I have experience working on SaaS platforms such as Salesforce.com, Zendesk, and HubSpot. During that time I also earned my BSIT in June 2015 and my Full Stack Web Development Certification from the University of Arizona Coding Bootcamp in June 2021. I hope to join a company that will allow me to grow and learn with them while keeping customers as my first priority.

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
- 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

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

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Zinier Inc.

- 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
 - 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

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Sunquest Information Systems

- 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, Jan. 23, 2012 – May 23, 2013

Technical/Customer Service Support Professional (SF CRM Contract)

- 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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References available upon request