

# ERIK FORD

•Technical Support Engineer - Software Engineer - Creative Thinker•

## CONTACT INFORMATION ABOUT ME

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I'm a Technical Support Engineer, Software Engineer, and creative thinker who likes to research and work on difficult problems. I have focused on helping others in a variety of roles, my latest being a Technical Support Engineer at New Relic. I enjoy helping customers with a multitude of problems and if I'm unaware of the answer you can rest assured I will find it.

## EDUCATION

### Alchemy Code Lab | 2020

Rigorous 800+ hour remote full stack development program using the MERN stack. Also providing skills to read and program languages not taught in the program.

## Technologies - Languages - Skills

Empathetic communication Troubleshooting Documentation creation Multi-channel support Zendesk, Salesforce, Confluence, and JIRA New Relic Products	React Redux NodeJS JavaScript MongoDB HTML	Github TDD CSS Mongoose SQL NoSQL
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## Relevant Work Experience

### New Relic - Technical Support Engineer - 2021 to Current

- Troubleshoot complex customer issues while gathering relevant information for continued support
- Communicate calmly and professionally during all interactions
- Assist in documentation creation to fill holes in knowledge gaps
- Communicate across teams for a variety of reasons such as reporting bugs, escalating to appropriate team, and customer sales assistance
- Assist customer with a timely resolution to not break SLA and keep TTR low
- Provide support in multiple channels including email, chat, and phone
- Provide assistance with the use of Zendesk, Salesforce, Confluence, and JIRA

### 123 Enterprises Inc. - Contract Software Engineer

- Assist in the development and upkeep of projects using the LAMP and WAMP stack.
- Attend work meetings and have open open communication due to the remote status
- Debug and problem solve using the LAMP and WAMP stack
- Update the WordPress site when new code became available