Robert "Quin" Ashworth

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KEY SKILLS

- Troubleshooting
- Client Support
- Team Leadership
- Windows/MacOS/Linux
- MySQL
- HTML/CSS & JavaScript
- Python
- Docker
- AWS RDS
- AWS Dynamo
- AWS S3
- Cloudflare
- php
- C+

PROFESSIONAL EXPERIENCE
Rendia - Baltimore, MD

Product Support Engineer
July 2017 – Present

- Develops and maintains automated availability checks for the Rendia software platform, which consists of 8+ globally accessible SaaS offerings
- Oversees and manages development efforts across 10+ different product areas within the company platform
- Routes bugs and feature requests via escalated support tickets to appropriate team members in Engineering, Product, and Management
- Provides direct support for high-priority clients, as well as guidance to select the appropriate solutions for their unique business needs
- Facilitates and maintains successful integrations with healthcare networks and business partners
- Mentors and supports multiple members of the Technical Support team

Technical Support Lead
March 2016 – July 2017

- Investigated, escalated, and resolved customer challenges in tandem with Engineering and Product teams
- Redesigned the support ticket queue to improve transparency across teams for Customer Success, Support, and Engineering
- Fielded escalated requests from the Support team, with a focus on production database irregularities
- Educated various teams via recurring meetings and long-form content presentations
- Drafted knowledge-based articles covering 10+ product areas, utilized by clients and fellow employees to further understand product features
- Reviewed and resolved the backlog for support tickets on a weekly basis, expediting outstanding tickets

Technical Support Specialist
December 2015 – March 2016

- Provided hands-on support via support tickets, calls, and live chats
- Investigated and resolved technical issues across all product areas (Ex. Exam Mode, Outcome Simulator, local applications, user stats, etc.)
- Improved inter-team communication regarding inbound support tickets