***Aspirations***

Project Manager

Python Development

Software Engineering

***Education***Rochester Institute of Technology  
Liberal Arts and web development as minor credits earned

Jefferson Community College  
Paralegal core credits earned

Austin Community College  
Business Administration Course credits earned

***Competencies***

Windows OS (XP, Vista, 7, 8, 8.1, 10)  
Mac OS (Basic)  
iOS and Android  
HTML  
CSS  
Javascript  
Node.JS  
MySQL  
Salesforce  
Software/Application Troubleshooting  
Typing Speed: 92 wpm  
Microsoft Office

***Work History (Previous 5 years to current)***

Application Support Analyst III *February 2016 – Present*

Q2 Software  
Austin, TX  
Phone: (512) 609 – 1087

* Provide all the duties described with the Application Support Analyst II role.
* Locate and enhance support documentation with updated protocols as needed.
* Train newly hired employees within the team.
* Coach existing team members to strive for higher troubleshooting skills.
* Identify high-risk incidents and act as expert point of contact on de-escalation.
* Identify widespread issues and escalate accordingly – acting as main point of contact.
* Provide enhanced upper tier analysis to management-directive cases for executive analysis.

Technical Support Representative – Client Success Ninja *March 2015 – February 2016*  
BigCommerce  
Austin, TX 78726  
Phone: [(512) 865-4500](javascript:void(0))

* Provide outstanding, rapid-response phone-based technical support to our clients (expect 6 to 7 hours of talk time a day)
* Develop systems and procedures for improving overall client satisfaction
* Monitoring and assisting clients on our online forum and other online communication tools
* Contribute to our knowledge base by authoring articles and creating video tutorials
* Communicate with the management team and developers to improve product functionality, resolve issues, and improve customer satisfaction
* Discover potential opportunities from client contact and work with sales team to meet their needs for additional products or services
* Learn quickly and use your knowledge to solve problems efficiently
* Escalate unresolved issues as required while maintaining ownership of issues through resolution

Call Center Team Lead *September 2013 – March 2015*  
Harte Hanks – Fedex  
2800 Wells Branch Pkwy  
Austin, TX 78728  
Direct Supervisor: Selene Cuevas

* Manage the team of agents to achieve targets, adherence, conformance, and performance.
* Coach and train agents when needed.
* Work with supervisors on team tasks to ensure floor management success.
* Provide updated information regarding the product and the call centre.
* Work specific improvement projects.
* Take supervisor requests for call resolution.
* Maintain model behavior of call centre agent level knowledge and issue resolution.
* Communicate with the operations manager and assistant operations manager on agent management issues and resolutions.
* Motivate and recognize hard-working agents.
* Process call-back requests on escalated cases and senior support cases.

**References**

**Compton, Bruce**  
Phone: (512) 731 - 4113  
Job Title: Websense  
Relation: Former supervisor for two positions

**Cuevas, Selene**  
Phone: (737) 202-1972  
Email: selene.cuevas@hartehanks.com  
Job Title: Supervisor – Harte Hanks Fedex  
Relation: Former supervisor

**De Haro, Gennifer**  
Phone: (512) 818 - 3727  
Job Title: FXRS/Web Services Consultant at Harte Hanks, Inc.   
Relation: Former co-worker

**Dobson, Fred**  
Phone: (254) 979 - 5646  
Job Title: Developer  
Relation: Former co-worker

**Jimenez, Adriana**  
Phone: (703) 953-9361  
Email: Adriana.f.jimenez@gmail.com  
Job Title: Special support services for Education  
Relation: Personal Reference

**Morales, Alison**  
Phone: (512) 921 - 4487  
Job Title: Shift Supervisor at Starbucks Coffee Co.   
Relation: Former co-worker/teammate

**Seals, Joshua**  
Phone: (708) 574 - 6735  
Job Title: Technical Support Representative - BigCommerce  
Relation: Current Co-worker