

Rima Odolski

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EXPERIENCE

Geotab, Las Vegas, NV — Technical Support Specialist

Oct 2017 - Sep 2019

- Helped test new product offerings such as MyGeotab and Geotab Drive App prior to release to assist development team in bug identification.
- Assisted in the fundamental development and maintenance of the KCS (knowledge-Centered Service) program.
- Supported business development by educating end users on Geotab's technical platforms.
- Configured hardware, devices and software to onboard new customers.

Kaseya, Miami, FL — Customer Success Advocate

Oct 2016 - Feb 2017

- Managed over 350 accounts valued \$2.5 million in APAC region.
- Maintained retention quota and expanded recurring revenue by 10% in a period of five months.
- Served as liaison between Product Management, Engineering, Gainsight Support, and Training on issues impacting customers' success.
- Presented product webinars and acted as consultant for all six PSA and RMM solutions provided by Kaseya.

Bausch+Lomb, Rochester, NY — Customer Relations Associate III

May 2015 - Jul 2016

- Assisted more than 20 territory sales managers in submitting special orders, issuing credits, and product information.
- Managed a project on updating our customers' ordering portal to be more user friendly.

EDUCATION

The University of Texas at Austin, Full Stack Web Development Bootcamp

Dec 2019 - June 2020

IPELSHT, Tunisia, Bachelor of Arts

2010-2013

SKILLS

Technologies:

JavaScript, HTML5, CSS, jQuery, Bootstrap, Node.js, React, APIs, Git/Version Control, Jest

Concepts:

Test Driven Development
Object Oriented Programming
Responsive Design
Debugging

LANGUAGES

English
Arabic
French
ASL