

# RIMA ODOLSKI

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## SKILLS

**Technologies:** JavaScript, HTML5, CSS, jQuery, Bootstrap, Node.js, React, APIs, Git/Version Control, Jest, AJAX, JSON, Express.js, MySQL

**Concepts:** Test Driven Development, Object Oriented Programming, Responsive Design, Debugging

**Tools:** Salesforce, Jira, Zendesk, Trello, Slack, PeopleSoft

**Languages:** English, Arabic, French, ASL

## EXPERIENCE

### Geotab, Las Vegas, NV — Technical Support Specialist

October 2017 - September 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 Manager

October 2016 - February 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 - July 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.

### Cisco Webex, Rochester, NY — Webex Producer

May 2014 - May 2015

- Trained clients with instructional and technical support for video, audio, data storage, connectivity, and account issues.
- Coordinated with multinational and Fortune companies on scheduling, preparing, and running over 250 online conferences.

## EDUCATION

**The University of Texas at Austin, Full Stack Web Development Bootcamp** December 2019 - June 2020  
**IPELSHT, Tunisia, Bachelor of Arts** 2010-2013