SHARON OUD

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## SUMMERY

## A wearer of many hats who loves to solve problems and empower people to be their best. A strategic thinker who is always looking for ways to make things more efficient while maintaining a high level of quality. Strong customer focus for software tools that enable people to do what humans do and computers to do what computers do, without hindering or slowing down the user.

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| * Analytical with a good eye for detail * Excellent communication skills * Fast learner with technical aptitude | * Employee development * Program and policy implementation * Process analysis and improvement |

## TECHNOLOGIES

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| * HTML5 and CSS * JavaScript * Node * REST and APIs | * LAMP/WAMP * MySQL and MongoDB * jQuery and AJAX * React |

## PROFFESIONAL EXPERIENCE

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| **Pearson** - **Supervisor** Austin, TX **2016 - 2016**   * Provided employee coaching, training, and development. * Managed employee performance by promoting teamwork, maintaining discipline, and high morale. * Prepared matrix reports and ensured quality goals were met. |
| **Pearson** - **Scorer** Austin, TX **2015 - 2016**   * Scored students’ essay responses to common core and college readiness assessments. |
| **KeyScan** - **Quality Analyst** Telecommute **2014 - 2015**   * Test hardware and failure analysis. |
| **Dell** - **Global Escalations Analyst** Round Rock, TX **2010 - 2014**   * Decreased support turnaround time for critical and complex technical cases by streamlining the global escalations process. * Designed the global escalations page for ease of use for internal customers and to enable tracking of critical cases by management. * Represented Dell Americas as part of the international team tasked to streamline Dell’s processes for global escalations and collaborated with multidisciplinary personnel across the globe. * Created reference sites for team information and metrics to increase workflow efficiency, provide visibility to higher management, and enable real time reporting. |
| **Dell** - **Technical Escalations Analyst – Level 3** Round Rock, TX **2006 - 2009**   * Technical support of desktops, laptops, tablets, projectors, and printers for business customers. * Handled high severity escalations of complex technical issues, including executive escalations passed down from VP’s, and coordinated solutions with multiple departments, including engineering, product development, and senior level managers to resolve cases. |
| **Dell** - **Total Solutions Coach** Round Rock, TX **2009 - 2010**  **Dell Certified Trainer** Round Rock, TX & Guadalajara, Mexico **2007 - 2008**   * Improved employee performance via audits, 1x1's, and group training sessions. * Delivered refresher, new product, and sales training to high level technical and specialized teams, outsource vendors, and new hires. |
| **Spherion/Dell Inc.** - **Dispatch Management Center** Round Rock, TX **2004** **-** **2005**  **Gold Technical Support 2005 - 2006**   * Provided technical support via phone, email, and chat for business professionals and IT. |
| **CBS 7** **- Master Control Operator** Odessa, TX **2003** - **2004**  **Media Creations** **- Video Photographer** Midland, TX **2002** **-** **2003** |
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## MILITARY EXPERIENCE

**Israeli Air Force** Honorable Discharge Rank: Sergeant **1998** - **2000**

1999 - 2000 Military Photographer

1998 - 1999 Manager of Human Resources

## EDUCATION

**University of Texas at Austin** Coding Bootcamp- JavaScript **2017**

**Univ. of Texas of the Permian Basin** Bachelor of Arts Communications/English **2001 - 2004**

## AWARDS

* Best International Product Support submission to engineering
* Customer Experience Gold Start Award
* Excellence for Dell certified Trainer
* Dean’s Honor Roll - Univ. of Texas of the Permian Basin

## CERTIFICATES/ACCREDITATIONS

* UT Austin Certificate of Completion of Coding Bootcamp
* Dell certified Trainer
* Microsoft Certified Professional: 70-270
* Manager of Human Resources by Israeli Defense Forces

## LANGUAGES

* Hebrew

## REFERENCES

Per request