LIII Team Lead LIII Team Lead LIII Team Lead - First Alert Atlanta, GA Work Experience LIII Team Lead First Alert January 2018 to Present   Technical Lead for local team of 6 LII and 12 LI agents   Led technical interviews for all potential employees   All technical training of all new agents on a total of eight products   Tasked with Support JIRA reporting and Daily call with Project Managers   Manage, document, and correct escalations from L2 agents Level III Support Engineer March 2017 to January 2018 Tasked with daily reporting meeting to executive team of customer pain points and statistics of customer issues   In charge of tasking Customer Success agents with preemptive outreach LII Team Lead LIIs April 2016 to March 2017   Lead Agent for team of 6 local LIIs and technical point of contact for 18 outsource agents   Responsible for QA testing of new FW and app builds   Sole agent charged with remote access command line control of end-user devices   Tasked with all VIP troubleshooting (investors and celebrities) including on-site work Technical Assistant Pre-Launch Luma Home WiFi November 2015 to April 2016   Tested FW Builds, HW options, app setup for startup WiFi mesh system   Answered all customer technical preorder questions via Zendesk and Phone Level II Support Engineer Luma Home WiFi November 2015 to April 2016 Technical lead for 18 person outsource team and escalation point   In charge of JIRA reporting of bugs and monitoring and data visualization of customer pain points via Mixpanel Jr. Systems Administrator May 2015 to March 2016 Provisioned, maintained, and troubleshot Linux (Debian/Ubuntu) servers and desktops for PhD students and professors   Physically built custom servers, desktops, IoT devices for testing and experimentation Summer Intern Pindrop Security June 2012 to August 2012 Assisted VP of Engineering of computer security start-up company with day-to-day tasks including database management, information technology planning and purchasing   Recorded and shared minutes of management meetings with executive team   Georgia Tech Institute for Information Technology and Security Education Bachelor of Arts in Economics University of North Carolina - Chapel Hill, NC December 2014

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