

Aliyah Brack

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About Me

Results-oriented technical manager with a solid track record in cross-functional collaboration, data-driven solutions, and process improvement. Proficient in Agile methodologies and adept at fostering customer-first approaches. Experienced in leading remote teams to success.

Skills

Infrastructure & Security: Cloud computing, Network security, Cybersecurity, Cloud security, AWS services, API Security

Data & Analysis: Data analysis, Python programming, SQL database management, Data visualization

Agile & Project Management: Agile methodologies, IT project management, Product Roadmapping, DevOps, Virtualization

Core Competencies:

Communication | Teamwork | Problem-solving | Adaptability | Leadership | Time Management

Projects

AWS Cloud Resume Challenge

April 2024

- Built and deployed a fully functional website leveraging AWS services such as S3 for front-end hosting, Lambda for serverless computing, DynamoDB for NoSQL database, and CI/CD pipelines for automated deployment.
- Gained proficiency in implementing AWS Well-Architected Framework best practices for designing and deploying highly available, secure, and cost-effective cloud solutions.
- Explored emerging AWS services and technologies to stay up-to-date with the latest cloud computing trends and apply them to client projects.

Hackathon: Metropolitan Atlanta Rapid Transit Authority (MARTA)

February 2018

- Conceptualized and executed strategies to enhance ridership, achieving an impressive 18.2% increase within 6 months.
- We applied agile methodology to develop a minimal viable product, demonstrating innovative solutions to judges and stakeholders during the hackathon event.

Experience

Technical Support Engineer

02/2021 - 09/2022

CALLRAIL | Atlanta, GA – Remote/Hybrid

- Acted as a subject matter expert in troubleshooting complex technical issues, consistently achieving a resolution rate of over 98%.
- Collaborated closely with product managers and engineering teams to identify and prioritize product enhancements based on customer feedback, resulting in a 45% improvement in customer satisfaction scores.
- Led training sessions for Tier 1 and Tier 2 teams on new technologies and best practices, resulting in a 35 % increase in their ability to handle escalated issues independently.
- Acted as a subject matter expert in troubleshooting complex technical issues, consistently achieving a resolution rate of over 68%.
- Took the lead in documenting and addressing issues impacting multiple customers, orchestrating coordinated responses and resolutions in alignment with company objectives.

Customer Support Analyst

08/2019-02/2021

CALLRAIL | Atlanta, GA – Remote/Hybrid

- Crafted the foundational solutions for customer support calls, leveraging various communication channels such as screen-share, video, and written explanations. Achieved a perfect customer satisfaction rating through personalized assistance.
- Utilized advanced communication techniques, including screen-share, video, and written explanations, to provide personalized solutions to 30-45 customer calls daily.
- Analyzed customer feedback and usage data to identify trends and opportunities for product improvements, resulting in a 28% increase in product adoption rates.
- Led the overhaul of documentation for Salesforce integration, ensuring alignment with the latest product updates and improving customer experiences.
- Collaborated closely with product, development, and engineering teams to swiftly identify root causes of customer issues, develop effective fixes, and document processes to enhance standard operating procedures.

Customer Success Manager, West Region

03/2015-09/2018

Rubicon Global | Atlanta, GA

- Strategically managed a portfolio of key accounts, overseeing daily service requests and ensuring timely resolution of issues for 500+ locations spanning 9 states.
- Pioneered the development of dashboards to provide clients with real-time data insights, facilitating waste reduction strategies and driving revenue growth.
- Spearheaded the creation of comprehensive training materials and standardized processes, resulting in more efficient onboarding processes and enhanced team cohesion.
- Collaborated with sales and product teams to identify opportunities for product enhancements and drive product adoption among clients.
- Led cross-functional teams to develop and implement process improvements, resulting in a 30% increase in team efficiency and a 25% reduction in customer escalations.

Certifications

AWS Solutions Architect Associate

TBD

Scrum Fundamentals Certified – ScrumStudy | Scrum, Agile

Issued 2023

Agile MBA – The Job Hackers | Agile, Scrum

Issued 2022

SheCodes Basic – SheCodes | HTML, CSS, JavaScript

Issued 2021