Ambrosia Gambrell

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Employment History

Application Support Specialist   *Oct 2022– Present*
Universal Background Screening

I transitioned into a more specialized technical role within the IT department as an Application Support Specialist. These new responsibilities include extensive collaboration between development, infrastructure, sales, and client service departments. My primary focus is to provide support to end-users, business partners, developers, and management to maintain service-level agreements. I work with project managers on prioritization of tasks and issues needed for front-end projects. I also participate in daily application health checks and monitoring existing front-end applications to provide support, resolutions, and routing of urgent ad-hoc priorities.

Other responsibilities include training and coaching Integration Specialists on processes and procedures as well as assisting them in effective communication with our clients and vendors.

Responsibilities:
Everything I previously did as an Integration Specialist, plus:
- Work with team leads in coordinating with the development and infrastructure teams to address and resolve issues.
- Manage day to day operations/issues including daily health checks of applications and processes, working closely with end users, development staff and infrastructure teams, to prioritize and resolve and/or mitigate outages.
- Aggressively respond to service requests from business partner, vendor facing support teams, and vendor operations.
- Create, revise, and maintain technical support documentation for all supported systems, including department SOP's and policies.
- Monitor and manage the support queue for web application requests.
- Ensure compliance to standards and SDLC practices.

Integration Specialist   *May 2021 – Oct 2022*
Universal Background Screening

I was promoted to Integration Specialist which was a shift to a more technical position and my introduction into the IT and DevOps team at Universal. My main duties were to monitor existing Applicant Tracking System (ATS) integrations, manage timelines for new development of web service integration projects, and configuration in preparation for these new external systems. I collaborated directly with clients and vendors by communicating at their knowledge level regarding our REST API processes, workflows, and applications to achieve a smooth connection between platforms. I was able to achieve high standards by attending integration meetings to gather technical requirements, create documentation, and describe to clients how to effectively utilize Universals' services through their preferred ATS. I maintained documentation detailing Universals' REST APIs in both XML and JSON, and assisted with testing, QA and troubleshooting of our internal and external vendor services as well as directing application innovations to the appropriate developer.

Responsibilities:
- Maintained web service integration projects and worked directly with our clients' HR/IT departments and vendors.
- Debugged and documented integration issues by finding the root cause with JSON and XML using Postman.
- Queried specific log data and vendor integration details using SQL Server Management Studio (SSMS).
- Provided our clients clear explanations and details on our integration processes, workflows, and applications.
- Attended kick-off and integration meetings to gather technical and operational requirements.
- Helped test, QA, and troubleshoot applications with clients, vendors, and internal staff.
- Created training and documentation for clients, internal sales teams, and management.
- Helped maintain a knowledge base for integrations and development projects.
- Worked closely with our IT development team on improving integration processes and applications.

Client Services Team Lead   *Nov 2019 – May 2021*
Universal Background Screening

Before my transition into the technical team, I was a Team Lead in the Client Services Department. As a Lead, I was the primary resource for coaching, training, and motivation of a team of Client Service Representatives (CSRs). I would regularly meet with the VP of Client Services and upper management to align with the business' needs and to communicate challenges and successes of team members' and their metrics. I was also responsible for end-user training of Universal's services performing up to 10+ extensive client training sessions per week while still maintaining all other Lead responsibilities.

As a Lead I also provided CSR new-hire onboarding and assisted in ongoing development, and training of knowledge to existing CSRs. I was a direct escalation point for complex technical issues that clients would encounter and a liaison to management during major client escalations.

Responsibilities:
Everything I previously did as a Client Services Representative, plus:
- Acted as a primary resource to a team of Client Services Representatives (CSRs).
- Provided coaching and motivated CSRs to ensure performance goals are met.
- Met regularly with the VP of Client Services and provided team updates and input for future initiatives.
- Worked directly with clients to effectively manage their needs and inquiries in a timely, informative, and professional manner.
- Acted as the primary resource for major client escalations and acts as a liaison to senior Client Services management for major client escalations.
- Performed new-account setup and maintenance of existing account functions, including training.
- Effectively determine appropriate escalation of client issues to the appropriate IT member.

Client Services Representative   *Feb 2018 – Nov 2019*
Universal Background Screening

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During my time as CSR I successfully handled customer service transactions by phone and effectively documented those client transactions within our ticketing system. I performed new-account training and provided troubleshooting for existing accounts for routine functions. I was able to multitask and perform all my assigned duties while still meeting or exceeding all relevant metrics for performance. Additionally, I was able to anticipate client needs and deliver solutions proactively. My ability to communicate and break down concepts to non-technical clients was an asset to this department. I was always able to achieve customer satisfaction through verbal communication by phone or through written communication by email.

Responsibilities:
- Handled a significant number of inbound and outbound transactions, providing phone and email-based support.
- Documented customer transactions according to company procedures in a web-based CRM application.
- Performed new account setup and existing account maintenance functions.
- Anticipated customer needs and delivered solutions for proactive customer service.
- Performed daily outbound calls to assigned clients regarding order status and updates.

Education

Bachelor of Arts in Animation   2005 – 2008
Collins College

I graduated with a bachelor's degree after 3 years of classes and volunteering at Collins College. My course work included working with the Adobe suite of software including Photoshop, Illustrator, and Premiere. Learning to edit videos and creating animation for web sites. I also learned programs such as 3ds Max, and Maya. While pursuing my degree l frequently attended other courses and lectures for other subjects as a student assistant helping students with notetaking and tutoring. During this time, I ensured I gained as much knowledge from those environments as possible which included knowledge in game design, programming, as well as working in multiple group projects within the game design program.

Vocational Certificate in Digital Design   2003 – 2005
Miami Valley Career Technology Center

During my program in Miami Valley Career Technology Center, I learned and built simple web applications using HTML, CSS, and JavaScript. I also built Flash interactive web pages using ActionScript and utilized the full Adobe suite of software including Photoshop, Illustrator, and Dreamweaver. I honed my skills and gained experience working well in a team environment. I was also able to greatly improve my communication skills for working with potential clients and partners.