

# ANGELICA SMITH-EVANS

## Technical Support Specialist

### Technical Support Engineer

GRIN Inc | Sacramento, CA/Remote | May 2021 – Nov 2022

- Respond to and resolve an average of 30+ customer inquiries per day, achieving a 95% customer satisfaction rating.
- Utilized ZenDesk, email, and Intercom to provide chat and email support to clients with an average first response of under 15 minutes.
- Created a new workflow for the technical support team to take over finance-related tier 1 tickets previously addressed by the billing team.
- Reported design, reliability, and bugs to software engineering, creating defect records with supporting files and examples.
- Collaborate with the engineering team to identify and escalate critical issues, leading to a 20% reduction in the time required for issue resolution.

### IT Associate

CA. Dept. of State Hospitals | Sacramento, CA | Oct 2019 – May 2021

- Troubleshoot hardware and software issues for a diverse range of clients, ensuring prompt resolution and minimizing downtime.
- Maintained a comprehensive knowledge base, reducing support call duration by 15% and enhancing the efficiency of the support team.
- Collaborate with cross-functional teams to escalate complex issues and follow up on problem resolution, ensuring timely and efficient support to end-users.
- Led resource management project to retire over 1,000 pieces of outdated equipment as part of the department's transition into a new building.

### Student Assistant

CSU Sacramento Engineering Dept. | Sacramento, CA | Aug 2016 – Oct 2019

- Assisted university staff and students with various IT-related issues, including account management, software installations, and printer setups.
- Conducted periodic inventory checks and audits of IT assets, ensuring accurate records and efficient allocation of resources.
- Participated in team meetings and brainstorming sessions, contributing ideas for process improvements and streamlining support workflows.
- Provided support during campus events, ensuring the smooth operation of IT systems and resolving technical issues promptly.

## CONTACT

**angelsmithevens@gmail.com**

*angelse.github.io*

707-628-8080

## EDUCATION

### Sacramento State University

BS, Computer Engineering

Club and Societies: ACM, Robotics Club

## SKILLS

### Technical Skills

Programming Languages:

JavaScript, HTML/CSS, Python,  
Scrum/Agile Methodology

Operating Systems: Windows,  
macOS, Linux

Hardware Troubleshooting:  
Desktops, Laptops, Printers, Web  
Browser, Browser Apps/SaaS Apps

Software: Google Workspace, Jamf,  
Adobe Creative Cloud, Slack, Okta,  
Google Analytics

Ticketing Systems: Zendesk, JIRA,  
ServiceNow

Networking: TCP/IP, LAN, WAN,  
DNS, DHCP

Communication: Customer  
Service, Active Listening, Conflict  
Resolution

### Languages

English Fluent

Japanese Elementary