

ANGELICA SMITH-EVANS

Technical Support Engineer

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.
- Conducted in-depth root cause analysis for complex technical issues, leading to a 25% reduction in the overall number of escalated tickets.
- 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 2020 – 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- Led resource management project to retire over 1,000 pieces of outdated equipment as part of the department's transition into a new building.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 2020

- 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

Operating Systems: Windows, macOS, Linux

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

Ticketing Systems: Zendesk, JIRA, Intercom

Remote Support: TeamViewer, AnyDesk

Hardware Troubleshooting:

Desktops, Laptops, Printers

Software: Microsoft Office Suite, Adobe Creative Cloud, GSuite

Communication: Customer Service, Active Listening, Conflict Resolution

Languages

English Fluent

Japanese Elementary

Chinese Basic