Ariel Bowen

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SUMMARY

Experienced software engineer with a proven track record of delivering high-quality software solutions, seeking to transition into a customer service role. Skilled in problem-solving, analytical thinking, and effective communication, with a strong focus on customer satisfaction. Committed to leveraging my technical expertise and adaptability to provide exceptional customer support and contribute to the overall success of the organization.

WORK EXPERIENCE

March 2022 to June 2023   **McKinsey & Company**   Atlanta, GA
Software Engineer | EFB Team

- Follows agile software development practices through pair programming, biweekly sprints and retrospectives
- Utilization of Jira for project management tracking and Git branch management
- Creates and executes test plans and regression testing suites in Java programming language
- Design, develop, troubleshoot, and debug Java and ReactJS components for Engagement Feedback team to improve user experience and provide ease of platform use
- Lead team's weekly Bug Bashes to streamline debugging and code remediation process

June 2021 – September 2021   **Insight Global**   Atlanta, GA
Customer Support Technician II
A short contract at Coca-Cola focused on the migration to a new Enterprise Resource Planning software.

- Participated in a Genius Bar customer-facing setting providing exceptional customer service for employees requiring troubleshooting on Mac and Windows devices
- Regularly verified and updated knowledge base and documentation with technical issue resolutions in order to reduce customer downtime
- Maintained 5-star customer service ratings each week

March 2021 – June 2021   **Virtucom Inc**   Atlanta, GA
Desktop Support Technician | Break/Fix

- Participated and lead on Agile teams in implementing new or enhancing existing systems and solutions
- Actively maintained meticulous documentation of each repair within AutoTask PSA software
- Determined hardware/software problems, performed troubleshooting for connectivity issues on PC, laptop, and Chromebook devices

July 2018 – September 2020   **Comforting Soles**   Atlanta, GA
Desktop Support Engineer
Spearheaded the implementation of ServiceNow IT Service Management software which decreased employee downtime by 60%.

- Created and modified Active Directory accounts and Security Group permissions
- Updated and created documentation to include troubleshooting guides for new technicians and Standard Operating Procedures for employees
- Facilitated the implementation of ServiceNow ITSM to manage troubleshooting tickets for employee workstations, increasing efficiency within the IT department by 60%

September 2017 – June 2018   **T-Mobile USA**   Augusta, GA
Customer Service Account Expert

- Maintained an average of 19 Add-A-lines by focusing on building customer loyalty and easing customer concerns by providing accurate information via the knowledge base and tools given
- Increased customer retention by utilizing de-escalation techniques and astounding customer service techniques
- Graduated to the Expert role by becoming a T-Mobile SME

EDUCATION

Western Governors University, Bachelor of Software Engineering   June 2024