

Yvette J. Fitch

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518-257-6097
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Experience:

Member – Design Track UX/UI
Boston Startup School

June – July 2012
Boston, MA

- Built user stories and personas
- Used tools to design and shape user experiences with online products
- developed skills and processes using market analysis approach to product creation
- Examples of topics covered: Sketch/Wireframe Mockups and web development (HTML5/CSS3), A/B Testing, User Feedback, and Agile Process

Customer Support Representative
VerticalResponse, Inc.

October 2007 – August 2011
Cambridge, MA

- Provided troubleshooting and training for company online applications, including various HTML editors, image editing, list management systems, and multiple browser expertise.
- Answered inbound phone calls, online chats, and email.
- Initiated proactive outbound contact with new customers to ensure ease of implementation and establish relationship with our support team.
- Created, updated, and maintained internal and external training documents.

Charity Relations Manager
Firstgiving, Inc.

2006 – 2007
Somerville, MA

- Trained nonprofit development directors and their staff, in person and via the internet, on how to use the internet to increase their fundraising results by 20-200%.
- Used online database at Salesforce.com to maintain contracts and contact information for over 1000 US nonprofits.
- Wrote and edited entries in company blog and quarterly newsletter, distributed to thousands of subscribers.
- Set up and edited new and existing fundraising web pages for more than 100 nonprofits. Used web authoring and image editing software. Created and edited hundreds of digital images and documents.

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**Operations Assistant and Online
Auction Specialist**

2004 – 2006

cMarket, Inc.

Cambridge, MA

- Managed day to day operation of the cMarket Place consignment service for web-based auction application, including acting as liaison between vendors and purchasing clients, amending copy and image editing of online consignment catalogs, and maintaining data integrity of several thousand items of data in corresponding online databases.
- Provided customer and technical support for hundreds of clients fundraising via online auctions, including creating, editing, and uploading digital images using Adobe Photoshop and Image Ready Software for the proprietary web-based auction system.
- Managed inventory tracking and all other customer service issues involving the cMarket Place consignment service.

Data and Scheduling Technician

2001 – 2004

Netsolve, Inc. (Now Cisco Systems)

Austin, TX

- Scheduled with teams of Network Engineers and Project Managers various remote networking projects, new installs, servicing switches and router maintenance.
- Assisted remote technicians with equipment installations and troubleshooting.
- Performed quality assurance audits on process.

Education:

B.S. in Architecture

Massachusetts Inst. Of Technology

Graduated 2005

Cambridge, MA

Computer Skills:

- Salesforce.com CRM web application
- Microsoft Office Suite (Word, Excel and PowerPoint)
- Adobe Photoshop and Image Ready Software
- HTML & CSS
- Live Person Trouble ticket management programs (Live Person and Instant Service)