

Artianna Nolasco

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Profile

A highly skilled IT Support professional with over 10 years of experience in SaaS, IT Support, and Quality Assurance. I specialize in providing technical support, troubleshooting, and mentoring stakeholders in understanding complex IT concepts. With extensive hands-on experience with industry-standard systems and software, I am dedicated to improving user experiences and fostering technical confidence in a variety of environments. Adept in utilizing systems like Jira, Zendesk, Salesforce, Confluence, MySQL and AWS to streamline processes and enhance learning outcomes.

Core Competencies

Expert IT Support & Troubleshooting Solutions
Comprehensive Hardware/Software Installation & Optimization
Dynamic Communication & Initiative Leadership
Tailored Client Success Strategies & Solutions
Advanced Problem-solving & Critical Decision-making
Agile Adaptability & Strategic Innovation
Software Security and Identity Access Management
Champion of Technical Knowledge Transfer & Empowerment

Experience

HealthFleet - Tech Ops/QA Specialist - March 2023 - present

Tools: Jira, Zoom, Zendesk, Stripe, AWS, SQL, Confluence

- Led support initiatives for HealthFleet's mobile/web applications, overseeing installations, troubleshooting, and system maintenance across AWS-powered telehealth platforms (RestoreHealth, RestoreResilience, RestoreBalance).
- Successfully managed and resolved over 500 support tickets, boosting customer satisfaction rates by 25% through real-time support via Jira and Zendesk.
- Spearheaded QA initiatives in Agile environments, using Jira for sprint planning and regression testing, resulting in a 30% reduction in post-deployment issues.
- Enhanced the integration of Stripe payment systems, leading to a 75% improvement in customer onboarding and retention.
- Launched a comprehensive Zendesk Help Center, reducing user inquiries by 40% through accessible Knowledge Base articles and SOPs.

Ambry Genetics - Tech Support Rep II - March 2021 - March 2023

Tools: Progeny LIMS, MySQL, Mirth Connect, Salesforce, Postman, AWS, Jira, Zendesk

- Provided Tier I and Tier II technical support for Progeny (a proprietary LIMS system) and other proprietary SaaS applications used in oncology and genetic research, while utilizing SQL for data analysis and reporting to enhance decision-making for healthcare provider entities.
- Led complex SQL-based data processing projects, successfully reprocessing over 100,000 genetic test results with Mirth Connect, improving data accuracy by 95%.
- Achieved a 100% improvement in system uptime and reliability by integrating security protocols (SSL certificates) and optimizing cloud-based Progeny deployments.
- Integrated security protocols (SSL certificates) and optimizing cloud-based Progeny deployments.
- Achieved 100% CSAT consecutively throughout my assignment by delivering exceptional support and troubleshooting, resulting in faster case resolution times.

- Led cloud integration and system staging initiatives for Progeny, improving deployment speed by 35% and system stability by 20%.
- Created and maintained Salesforce Knowledge Bases and FAQs, resulting in a 50% reduction in customer inquiries related to technical issues.

Kingston Technologies - Customer Service Rep - November 2020 - March 2021

Tools: SAP, CRM systems, SQL

- Supervised all aspects of shipment follow-ups and the accurate processing of both credit and return RMAs, ensuring efficiency and compliance.
- Streamlined warranty claims for all Kingston/HyperX products including those sold via e-commerce, by optimizing order design and coordination with logistics to enhance the full sales and distribution cycle.
- Transformed the customer support process, cutting response times by 50% and improving the quality of support through enhanced communication channels including calls, chats, and emails.
- Overhauled documentation practices for all ROHS reports, REACH, and SVHC requests, standardizing material declarations across the electronic inventory to ensure regulatory compliance.
- Developed and maintained comprehensive ROHS certificate portfolios for enterprise clients, simplifying document management and access.
- Strengthened fraud prevention measures, reduced product loss, and boosted business revenue by 65%, overhauling the technical operations database and instituting continuous security training programs.

Hyundai Motor America- Dispute Resolution Specialist II- May 2018 - June 2020

Tools: Siebel, CRM, Carfax, Salesforce, MS Office 365

- Collaborated with mechanical and automotive engineering teams for end-to-end testing of infotainment, telematics, and feature integration systems.
- Managed high-value vehicle buybacks, cash settlements, and Lemon Law cases, ensuring accuracy and accountability in complex financial transactions.
- Strengthened internal partnerships with dealerships, Hyundai stakeholders, and the engineering team, improving SOPs and vehicle technical documentation.
- Accurately documented vehicle recall events and bulletins in Siebel CRM, maintaining detailed records for compliance and operational continuity.
- Participated in arbitration meetings for consumer litigation cases, effectively representing Hyundai's corporate stance.
- Exceeded quarterly KPIs in legal risk mitigation, upselling, customer satisfaction, and quality assurance, achieving 100% across all key metrics.

Apple Inc- At Home Technical Support Advisor II - November 2013 - April 2018

Tools: Sprinklr, Apple Ecosystems (macOS, iOS, WatchOS, TVOS), Zendesk

- Delivered remote technical support for Apple hardware and software ecosystems, including iTunes, iCloud, Apple Music, and macOS, consistently exceeding performance metrics.
- Mentored over 100 advisors, improving team proficiency and response times, which led to a 20% increase in resolution rates.
- Systematized Apple's Knowledge Base by documenting troubleshooting workflows for both internal and external stakeholders, enhancing overall support quality.
- Consistently exceeded key support metrics, improving personalized billing processes for consumer and enterprise services, including iTunes, iCloud, AppleCare, AppleTV, and Apple Music, thus enhancing user experience and operational efficiency.

- Mapped, resolved and reported on all technical support requests through social media channels such as Twitter and Facebook, using internal software such as Sprinklr and iLog.
- Completed a full Apple Retail rotation on-site assisting with new product launches, consumer/enterprise training and business building projects.

Education

Arizona State University, Phoenix campus- *M.S. Healthcare Innovation - May 2015*

Focused on technology, communication, and policy-making in healthcare innovation.

Arizona State University, Tempe campus- *B.S. Medicinal Biochemistry - December 2008*

Emphasis on biochemistry and drug-action mechanisms in the context of human framework.

Technical Certifications

CompTIA A+ ce Certification - September 2024

CompTIA Sec+ Cybersecurity Certification - In Progress

ComnpTIA CysA+ Certification - In Progress

Zendesk Explore/Analytics Certificate - July 2024

CompTIA IT Fundamentals (ITF+) Certification - January 2024

Confluence Fundamentals Badge - July 2023

Zendesk Omnichannel Agent Certificate - June 2023

Jira Work Management Fundamentals Badge - August 2023

Jira Service Management Fundamentals Badge - October 2023

Google IT Support Certificate - July 2022

SQL for Data Science - November 2021

Programming Foundations with Javascript, HTML, and CSS - October 2021

Lean Six Sigma Yellow Belt Certification - July 2021