

Rob McElvenny
6930 Paradise RD APT 2033
Las Vegas, NV 89119
(702) 238-9721
robert.mcelvenny@gmail.com

I have a keen eye for clean design, not just design that looks and feels good, but also that works and makes sense. My goal is to perfect the UI/UX design aspects for any application, whether it is web design or whether it is a Mobile Application. My ultimate objective is to put my expertise of what people want to see in both UI, and User Experience and what works in reality. I want to watch my work go from start to finish.

EXPERIENCE

Machine Zone (MZ), Las Vegas — Customer Service Representative, Developer Support

04/2017 - PRESENT

- Providing client support through incoming Zendesk email based customer service inquiries, which involved extensive debugging tasks, addressing any feedback, security flaws, or suggestions to satori.com.
- Developed strategies with Product Manager, VP of Marketing, Community Manager's for more user acquisition, and community content.
- Through support, I recreated code issues reported by customers, with Python, C, Objective-C, Java, NodeJS, JS to report solve.
- Escalated complex issues to Engineering teams with JIRA and reported solve to end-user developers.
- Use of JIRA to report and resolve customer experienced software issues, site improvements, outages, or security flaws platform.
- Created Knowledge Base articles using Zendesk's support system.
- Assisted with technical writing and documentation visible on Satori.com.
- Helped create the front-end for a "badge" application that gamifies daily work activities using several coding technologies.
- Developed sample applications for testing, confirming, as well as fixing customer code issues.
- Helped bootstrap the Satori support channel.
- Acting Liaison between developers and engineering to resolve issues between customers and the product.
- Managed a team of 5 support agents who also helped establish the support channels, for large amounts of support requests.
- Compiled daily, weekly, and monthly executive summaries as an overview of recent customer support issues, solved, pending or unsolved.
- Additionally continued to provide support to game customers via Zendesk.

MZ, Las Vegas, NV — Customer Service Representative

04/04/2016 - 04/04/2017

- Provided creative solutions to player technical issues experienced during game-play and resolving recurring issues and providing ongoing support through support ticket system.
- Worked with the QA department to report and address issues in timely manner.
- Performed daily knowledge sharing activities to foster and promote team success.
- Data analysis for trending increased volume of support tickets related to game performance issues, questions, errors, and crashes.
- Escalated undiscovered issues in Mobile Strike, through gameplay and analysis of Zendesk.
- (Mobile Strike is a mobile massively multiplayer online strategy video game developed and published in 2015 by Machine Zone).

dSquare, Las Vegas, NV — iOS Developer

07/15/2015 - 12/16/2017

- Working directly with clients taking projects from wireframe to prototype.
- Maintained code base as well as developing new apps in both Objective-c and Swift in Xcode.
- Developing identical applications for Android with Android Studio.
- Designed new application UI and UX with Sketch, Implementing them with Flinto and Invision as working prototypes.
- Managed 4 applications currently in the iOS App store. Created and posted Meme making app on the iOS App Store.
- Maintained MySQL database as a version tracking system for apps inside of the app store.
- Used PHP frameworks such as Laravel, Codeigniter, developing php backend and frontend for hospice applications.
- Used REST APIs within iOS applications and web applications to present various types of data.
- Performed various IT Duties when necessary, troubleshooting network connectivity issues, monitor setup, networked drive setup, and desktop setup.
- Modified and developed Hospice app, iReferDR, and individual Hospice Apps, apps currently on the app store.
- Study experience in a multitude of different languages such as PHP, MySQL, Swift, Rails, NodeJS, jQuery, RESTful APIs, and JSON.

Sprint, Las Vegas, NV — Customer Support / Technical Support Rep.

04/25/2010 - 02/02/2016

- Customer and Dealer support to resolve client billing, equipment, or service issues.
- Account analysis to develop best pricing options based on customers business needs.
- Evaluated current internal solution resources, providing feedback to Sprint management on business process that may need correction or further development.
- Moved from Dealer Support to Technical Support department, providing top quality care to expertly resolve incoming customer calls with account, service or cell phone device issues.

- Trained and mentored new and existing peers as acting lead, supervisor. Providing guidance to peers with all job functions, and escalatory measures when necessary.
- Supporting all product types for end-users with high-end business clients.

EDUCATION

CSN/UNLV, Las Vegas, NV — Degree

08/28/2017 - Currently attending

Earning my Computer Science degree

Udacity, Las Vegas, NV — Degree

07/20/2017 - Currently attending

Earning iOS Nanodegree

Coursera, Las Vegas, NV — Degree

07/20/2017 - 03/2015

Python Certification

SKILLS

Excellent communication skills.

Great at problem solving.

Detail Oriented, self-starter.

Excellent skills with macOS, iOS Devices, Windows, Linux.

Advanced Unix/Linux, macOS troubleshooting experience.

AWARDS

- MZ – Internal “Shark Tank” – won the internal “Shark Tank” 2016
- Sprint – Mini Crown 2014
- Sprint – Crown Perks Awarded for having consistent customer satisfaction for 9 of 12 months.

LANGUAGES

Spanish, English, basic Japanese.