CORY PERSON

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Technologist

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY WITH MINOR IN BUSINESS. Summa Cum Laude

University of Massachusetts Lowell | August 2017

Coursework: Java; C; C++; HTML; CSS; JavaScript; Linux/Unix Operating System; Project-Based Information Systems; Discrete Mathematics; Business Law; Financial Accounting; Corporate Finance; Managerial Accounting; Business Writing; Marketing.

EXPERIENCE

User Success Engineer, *Zidisha*

January 2020 – Present

- Answered a substantial amount of inbound inquiries from both lenders and borrowers using Zendesk while focusing on user happiness
- Wrote new and maintained existing user support articles for the company's knowledge base
- Communicated user feedback to appropriate departments

Teacher Success Engineer, *Skillshare (Contract)*

September 2019 – December 2019

- Answered inbound inquiries from Skillshare teachers using Zendesk on a variety of different topics on how to use Skillshare platform while employing a user-centric approach
- Made suggestions for new macros and helped maintain existing ones to shorten teacher response times
- Provided class outline feedback in order to ensure teacher success
- Identified technical problems on the Skillshare platform and suggested possible fixes

Technical Support Engineer, *FluidStack (Contract)*

July 2019 – December 2019

- Answered a variety of technical and non-technical emails and live-chats using Intercom while employing a customer-centric approach
- Produced and maintained macros to shorten response times
- Generated and updated articles for company knowledge base to reduce the amount of incoming customer inquiries
- Provided remote application setups as needed
- Automated major aspects of the ticket assignment process
- Identified patterns in customer inquiries and made requisite product suggestions

Community Manager, **Zidisha**

March 2017 – July 2019

- Reviewed borrower loan profiles and communicated feedback to help ensure likelihood of maximum funding
- Monitored content made by lenders and borrowers to ensure adherence to guidelines
- Identified outstanding content to be featured on the front page

Web Developer, One More Moment (Internship)
February 2018 – March 2018
- Created a knowledge base to help reduce the total amount of user inquiries
- Optimized raw photos for optimal Web performance
- Built photo galleries to showcase past events

Web Developer, Palo Alto Area Bar Association (Internship)
November 2017 – January 2018
- Implemented solution for the creation of routine local and offsite backups to help mitigate possibility of data loss
- Advised on the optimal use of MembershipWorks with WordPress to ensure members had access to appropriate benefits
- Resolved fatal WordPress core errors
- Made recommendations on theme and plugin best practices to help improve site reliability