

# CORY PERSON

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Technologist & MBA Student

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## EDUCATION

### MASTERS IN BUSINESS ADMINISTRATION (Part Time)

*University of Massachusetts Dartmouth | Expected May 2022*

Coursework: Advanced Organizational Behavior; Management of Organizational Change; Leading, Motivating, and Empowering Others; Organization, Structure, and Process; Corporate Social Responsibility and Business Law; Managing Across Cultures

### 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

### Business Mentor (Technology), *Mercy Corps*

January 2020 – Present

- Advised small business leaders on how to implement technology to better scale their businesses
- Acted as a liaison between corporate technology partners and small business leaders
- Conducted initial screenings of small business technology hires

### Teacher Success Engineer, *Skillshare (Contract)*

October 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