|  |  |  |
| --- | --- | --- |
|  | **Cory Person** | [contact@coryperson.com](mailto:contact@coryperson.com)  [http://www.coryperson.com](http://www.coryperson.com/)  <https://www.linkedin.com/in/cory-person-0a5571173/> |
| **EDUCATION** | | |
| **Lowell, MA** | **University of Massachusetts Lowell** | **August 31, 2017** |
| * B.S. in Information Technology with Minor in Business. Summa Cum Laude * 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** | | |
| **Technical Support Engineer** | **FluidStack** | July 2019 – Present |
| * 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. * 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, Intern** | **One More Moment** | **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, Intern** | **Palo Alto Area Bar Association** | **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 | | |