

CYDNEY POLLARD

Mobile: 470-859-8239

[View LinkedIn Profile Here](#)

Email: cydneypollard.hire@gmail.com

SKILLS SUMMARY

Core: Client Relationship Management / Technical Troubleshooting / Customer Service Excellence / Cross-functional Collaboration / System Navigation / Documentation & Reporting

Technical: Elastic Search / Splunk Enterprise and Cloud / Kubernetes / MEMSQL / MySQL Server / Express / Node / GIT / Github / Ticketing Systems (Salesforce and Jira) / Wiki / Confluence / ReadMe

CAREER EXPERIENCES

Associate Applications Solutions Engineer - Full Time

Priority Technology Holdings, Inc. | November 2022 - Present

Client Service & Support: Worked closely with stakeholders to understand integration requirements and design scalable, secure, and efficient API integration solutions, ensuring optimal client satisfaction.

Problem Solving: Identified and resolved 600+ issues related to API integrations, addressing data inconsistencies, performance bottlenecks, and error handling, enhancing service quality for MXMerchant (Payments) and MXConnect (Reporting) platforms.

Client Interaction: Provided weekly status updates to account managers and clients, ensuring clear communication and expectation management during troubleshooting and integration processes.

Internal Documentation & Process Management: Documented all processes related to API integrations, including level of effort estimates and change control, ensuring comprehensive and accurate support documentation.

Cross-functional Collaboration: Collaborated with various teams to resolve integration-related problems, leading to enhanced efficiency and client satisfaction.

Technical Support: Provided production support, including participating in on-call shifts and off-hour emergencies, ensuring seamless operation for clients.

Project Completion and Management: Spearheaded projects to update API documentation for Priority's top two applications, in order to enhance client gateway integration and streamline internal processes by delegating API-related responsibilities to the appropriate teams, resulting in improved client experience and issue resolution efficiency.

Customer Support Representative - Full Time

Foundever (formerly Sykes and Sitel Group) | November 2021 - November 2022

Customer Satisfaction: Handled 50-100+ inbound service calls and email communications per week for Intuit Quickbooks Online Payroll, Texas Utility Help and Texas Homeowner Assistance Fund programs, driving customer satisfaction by efficiently addressing inquiries and resolving software and hardware issues.

System Navigation: Navigated multiple systems and tools simultaneously to provide effective solutions to customer inquiries, demonstrating strong technical aptitude.

Problem Resolution: Acted as a problem-solver with a can-do attitude, successfully managing and resolving customer issues, contributing to overall service quality.

Training & Development: Engaged in ongoing training and skill development to enhance service delivery and stay updated with the latest industry trends and tools.

Leadership Recognition: Earned Agent of the Month for September 2022 for outstanding mentorship towards incoming and current team members and creating internal team training resources to ensure consistent information is provided to customers

EDUCATION & CERTIFICATIONS

General Assembly - Atlanta | Completed: 2019
Certificate of Completion | Software Engineering

University of West Georgia | Completed: 2018
Bachelor of Art in Studio Art, Minor in Marketing