

# CHERRELLE SCOTT

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## RELEVANT EXPERIENCE

### Technical Support Engineer

3D Systems | Cary, NC | 2016 – Present

Currently maintain and administer instance of Microsoft Dynamics 365 for customer service for US software support teams. Previously maintained Parature and was point of contact with IT during transition to Microsoft Dynamics. Assisted with developing, implementing and maintaining support website, <https://softwaresupport.3dsystems.com>. Previously reviewed bugs submitted by support team regarding Geomagic Software, sent out weekly bug file and discussed bugs with Product Manager. Occasionally provides licensing support via phone and email for Geomagic software.

### Technical Assistance Engineer

Bandwidth | Raleigh, NC | 2012 – 2015

Began as a Customer Care Advocate for Republic Wireless handling billing and refund requests using Salesforce and Zuora. Promoted to Customer Solutions Analyst where handled unique customer issues and generated customer support documentation. Streamlined Number Transfer process. As a technical support engineer, provided support for Republic Wireless Wi-Fi mobile services on Motorola devices via email and chat. Collaborated with team to generate SOP Documentation for Knowledge Base.

### Product Expert

iContact | Morrisville, NC | 2010 – 2012

Provided billing and second level technical support for iContact's Email marketing software. Enforced iContact's anti-spam policy by reviewing customers email lists practices. Assisted customers through means of phone, chat and email.

## SKILLS

### Technical Skills

HTML  
CSS  
Salesforce  
Microsoft Dynamics 365  
Zendesk  
Command Line  
GitHub

### Digital Communication Skills

Skype  
Slack  
HipChat  
JIRA  
GoTo Assist  
Google Drive  
Microsoft Office 365

### Extensive Troubleshooting Skills

## EDUCATION

University of North Carolina  
at Chapel Hill  
Computer Science  
2004 - 2008