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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 handing 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** |