CHERRELLE SCOTT

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RELEVANT EXPERIENCE

Technical Support Engineer

3D Systems | Cary, NC | 2016 - Present

- Provide licensing and installation support for Geomagic Software
- Provide support via email, phone, & GoTo Meeting
- Use of Salesforce & Parature systems

Associate Technical Assistance Engineer

Red Hat, Inc. | Raleigh, NC | 2016 - 2016

- 6 Week Bootcamp for RHCSA Certification

Bandwidth.com

Republic Wireless | Raleigh, NC | 2012 - 2016

- **Technical Assistance Engineer**, Jan. 2015 - Jan. 2016
  - Provided technical support via Zendesk ticketing system, chat (Live Chat), LogMeIn Rescue, & occasional phone call
  - Troubleshot Wifi connection, cellular connection, call completion & Republic Wireless app on Samsung devices
- **Customer Solutions Analyst**, Apr. 2013 - Dec. 2015
  - Worked with other mobile providers as well Customer Engagement team to streamline Porting process
  - Worked closely w/ Supply Chain to communicate with customers regarding lost or misplaced mobile devices
- **Customer Care Advocate**, Nov. 2012 - Apr. 2013
  - Organized Cancellation/Return process to ensure that customers received due refunds
  - Processed refunds using Zuora system
  - Used Salesforce to assist Supply Chain with initial inventory process

SKILLS

HTML & CSS
Salesforce
Troubleshooting
Customer Service
SOP Documentation

TRAINING

Javascript Basics for Beginners, Girl Develop It RDU
Introduction to AngularJS, Girl Develop It RDU
Intro to Git & GitHub Workshop, Girl Develop It RDU
Intro to Command Line, Girl Develop It RDU

EDUCATION

University of North Carolina at Chapel Hill
College of Arts & Sciences in Computer Science

COMMUNITY

BlackGirlsCode Raleigh-Durham Chapter, Non-Tech Volunteer
Build A Web Page in a Day | July 2015

Product Expert

iContact | Morrisville, NC | 2010 - 2012

- Provided phone, chat, and email support
- Reviewed HTML code of emails
- Enforced Deliverablity standards for emails
- Used Salesforce, inContact, & LivePerson

Triangle TechGirlz, Non-Tech Volunteer

Kodu Game Creation |
September 2015

BlackGirlsCode Raleigh-Durham Chapter, Non-Tech Volunteer

Build A Web Page in a Day |
June 2016