

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 Assist
- Use of Salesforce & Parature systems for customer management
- Use JIRA to file bugs and enhancements for Geomagic Software
- Geomagic Design X Basic Training
- Geomagic Control X Basic Training

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
 - Troubleshoot 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

SKILLS

HTML & CSS
Salesforce
JavaScript
Ruby
Troubleshooting
Customer Service
SOP Documentation

TRAINING

**Skillcrush Web Developer
Blueprint**
**Skillcrush Front End
Developer Blueprint**
**RHCSA Certification
Bootcamp**

EDUCATION

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

- **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

Product Expert

iContact | Morrisville, NC | 2010 - 2012

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

COMMUNITY

BlackGirlsCode

Raleigh-Durham Chapter, Non-Tech Volunteer

Build A Web Page in a Day |
July 2015

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

BlackGirlsCode

Raleigh-Durham Chapter, Non-Tech Volunteer

Women of Color in STEM Career
Panel | Sept 2016