



DANIEL E. BOIVERT

ABOUT

From building computers in the technology club in high school to starting the journey of becoming a self-taught web developer, I search for opportunities to educate new user groups on the limitless possibilities of tech. Many customer support roles have allowed me to dig deeper into technical conundrums while maintaining a clear and concise line of communication for the tech neophyte. The marriage of consumer relations and technology allow me to share my love of people with my love of technology. The challenges of my career have built me into a better human being holistically - and continuing on this path and strengthening my skills to their greatest potential is my number one priority.

SKILLS

- HTML/CSS
- JavaScript
- jQuery
- Zendesk
- MySQL
- Jira
- Content Strategy & Analytics
- Account Management

EDUCATION

2016 SYRACUSE UNIVERSITY
Masters of Art

2014 SYRACUSE UNIVERSITY
Bachelors of Science

WORK EXPERIENCE

SAMSARA NETWORKS INC.

Technical Support Engineer II, Atlanta, GA, Dec. 2019-Feb. 2021

- Provide daily technical support to users of Samsara solutions through answering questions, analyzing issues, and troubleshooting solutions.
- Maintain a high level of personal productivity, focused on responding quickly and effectively to customers via phone, chat, and web, while also maintaining backlog and other tasks.
- Built out and worked on production applications with product development teams.

PAGERDUTY INC.

Technical Support Engineer, Atlanta, GA, April 2019-Dec. 2019

- Assured customer success through daily live chat, email and phone calls.
- Maintained and edited internal confluence procedural documents, while fortifying onboarding experiences for new associate hires.
- Working proficiency with tools such as Sequel Pro and Sumo Logic. Aided in creating and maintaining scripts to ensure customer success with PagerDuty's Application Programming Interface.

OVERDRIVE INC.

Technical Support Specialist, Cleveland, OH, May 2018-March 2019

- Provide support to end-users including monitoring support queues, responding to troubleshooting requests via email, remote pc support, and phone.
- Work with Content Metadata and Production teams to report, test, and correct content file issues.
- Work with account services and development teams - this includes escalating issues as appropriate and providing feedback gathered from end user interactions.

APPLE INC.

Technical Expert, Woodmere, OH, March 2017-August 2018

- Troubleshoot, diagnose, and facilitate iPhone/iMac repairs.
- Instruct customers on Apple software through a variety of Apple learning initiatives.
- Inspect mobile devices for hardware and software issues.
- Organize the creative design of Ohio based store to prepare for launch days.