



David Booth-Metwally

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PROFESSIONAL SUMMARY

Support Engineer who thrives on solving complex technical issues that meet customer needs quickly. Experienced in building web applications utilizing HTML, CSS, and MERN stack technologies. Leverages problem solving skills to deliver exceptional experiences to customers. Always up for a challenge.

SKILLS

- HTML/CSS
- Javascript/ React
- Technical Documentation
- Customer Support
- Project Management
- Salesforce CRM
- Google Suite
- LiDAR Data Labeling
- SQL

WORK HISTORY

QA OPERATIONS & INSTRUCTIONS SPECIALIST

07/2019 to CURRENT

Scale AI, Inc. | San Francisco, CA

- Detect and resolve product quality issues across multiple projects to increase customer satisfaction for high stakes companies
- Build online courses and instructions within a 24 hour turnaround to train tier 1 teams overseas and reduce error rate
- Work in-sync with Supply Managers to identify customer expectations and meet weekly goals

PAYMENT SOLUTIONS SPECIALIST

06/2018 to 03/2019

Lendingclub Corp. | San Francisco, CA

- Responded to over 80 inbound and outbound calls daily, providing LendingClub platform support and resolving borrower issues according to corporate policies and procedures
- Offered payment solutions and technical support to borrowers, promoting customer use of web technologies to meet financial goals and reduce potential for negative credit impact
- Consistently achieved QA scores of over 90% through effectively resolving borrower issues and providing exceptional support experiences

RELATIONSHIP BANKER

07/2015 to 10/2016

Bank Of America | San Francisco, CA

- Built and deepened client relationships to uncover financial needs and provide high quality product recommendations and solutions
- Educated and trained clients on how to conduct simple transactions through self-service technologies on mobile devices and web platform

EDUCATION

Bachelor of Arts | Political Science

05/2013

San Francisco State University, San Francisco, CA

CERTIFICATIONS

Certificate of Completion | Full Stack Web Development

UC Berkeley Extension, San Francisco, CA - 01/18 - 04/18