

Elvira Joubert

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Analytical Technical Support professional with experience in all aspects of administrative operations, technology implementation and integration, support, customer relations, mediation, and research development. Professional drafter, developer and negotiator with long-standing, diverse experience throughout multiple industries and capacities. Strategic problem solver and research developer with practical and realistic expectations. Proactive problem-solver with positive attitude, sense of humor and a growth mindset with key skills:

Proficient troubleshooter	Policies & Procedures	Data Analyses and Implementation
Diverse PC Knowledge	QA Testing	Intelligence Processing
.NET Developer in Training	Software Implementation	Technical Support and Resolution.
Computer-Aided Design		

Professional Experience

Austin Coding Academy, Austin TX 2018 – 2019

Full Stack Developer in training – C# and ASP.NET Core

HTML & CSS – Project chosen to complete the 101 Intro for Web Developer.

C# - Worked on creating console programs such as TicTacToe, Text-Base game, CRUD, SQL DB. Testing and execution have been completed. All projects can be found on my Github account upon request.

ASP.NET Core – Collaborated with team members to develop and create ASP.NET web application – ASP.NET MVC.

SpeakWrite, Austin, TX 2017 – 2019

Account Manager

- Provided exceptional support and problem resolution to customers.
- Processed inbound and outbound technical support calls to Government Agencies, Law Enforcement and private firms.
- Designed software training manuals and software webinars for a multinational corporation with over 400 Users.
- Researched issues with mobile application, troubleshoot with customers and collected User feedback.
- Supported customers with online billing and account issues.
- Researched issues on various computer systems and databases to resolve complaints, answer inquiries, and outline solutions.

World Law Group / World Law Processing, Austin, TX (2012-2015)

Lead Litigation Negotiator

- Managed base level IT support for consumer clients (end User experience).
- Resolved customer complaints and concerns with strong verbal and negotiation.
- Provided timely feedback on the account status and progress.
- Maintained data for Lawyers Network for AAA operations and submission.
- Developed training materials and procedures, and/or train users in the proper use of software.
- Accurately documented, researched and resolved customer service issues.

Kellogg, Brown & Root, Inc., Military Base Speicher C1, HQ Base Al-Asad, Iraq (2011-2012)

Senior Operations Coordinator

- Developed and implemented Engineering classified maps and document records policies and procedures, ensured regulatory compliance with DOD procedures and security policies.
- Assisted USACE and handled content management systems.
- Set up equipment for new hires, performing and ensuring proper installation, operating systems, and an appropriate software.
- Provided technical help support for DCMA in GetIT software, troubleshooting network. Applied strong analytical skills in report delivery and execution.
- Provided on-site evaluation and scope of work assistance for life support services for Army troops.

Halliburton / Kellogg, Brown & Root, Inc., Military Base Speicher C1, Tikrit, Iraq (2004-2007)

CADD Designer/Office Administrator

- Created database system for Engineering ongoing projects. Assisted Architects and Electrical Engineers with blueprints completion and providing them to Project Controls Department for further submission to Army Contracting Officer. Improved operational processes leading to increased quality and efficiency.
- Provided IT Desk Support for satellite FOBs, such as software updates, deployment and installation. Remote User Support and troubleshooting.

Central Asia Services Group / Crown Energy, Atyrau, Kazakhstan (2003-2004)

Office Manager/ Administrator

- Created and provided contractors with future construction blueprints. Oversaw daily performance of local office computer systems and software.
- Developed MS Excel docs to provide graphical view of data.
- Trained expatriates in DCO operations and configurations changes. (Project Planning)
- Provided courteous and tactful end user support for customers and clients.
- Assisted in negotiating and signed major contracts with Halliburton, Tengiz Chevroil (TCO) and Kazakhoil.

Education & Technical Knowledge

Bachelor of Education in English, Aktobe State University (Aktobe, Kazakhstan)

Master of Laws (LL.M.), International Law, University of Glasgow (Glasgow, United Kingdom)

1. International Law
2. International and Domestic Arbitration
3. Human Rights and Globalization
4. International Law on Foreign Investments.

Austin Coding Academy – C#.NET, JavaScript, HTML5, CSS, WP, SQL (beginner).

AutoCAD Certification: 2D prints and survey knowledge.

Languages: English – Fluent
 Russian – Fluent
 French - Beginner

Proficient in all Microsoft Office Suite applications (Word, Outlook, PowerPoint, Excel, Access), AutoCAD, Project Planning Software's, QuickBooks, knowledge of PMP, Scrum and Salesforce principles.

HTML, CSS, Bootstrap, C#, WP, SQL (beginner), ASP.NET.