

Everett Humphreys

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KEY SKILLS

- ◆ Outstanding analytical, problem solving, and troubleshooting skills
- ◆ Proficient in root cause analysis
- ◆ Superior communication (oral and written), interpersonal, and customer service skills
- ◆ Ability to multitask and prioritize effectively in a fast-paced environment
- ◆ Extremely organized and strong attention to detail
- ◆ Committed to continuing education and lifelong learning in the technology space
- ◆ Poised and patient when dealing with clients
- ◆ Strong leadership, relationship management, and coaching skills

TECHNOLOGIES

- ◆ Support Windows and Linux App Deployments
- ◆ NodeJS, Javascript, Express, Handlebars
- ◆ MySQL, MongoDB, PostgreSQL
- ◆ Salesforce, Service Now, ZenDesk
- ◆ Open-Source Test Automation Frameworks
- ◆ Behavior Driven, Agile, and Full Stack Development Methodologies
- ◆ SumoLogic LV1 Certified

PROFESSIONAL EXPERIENCE

Tricentis, Atlanta, GA

Senior Technical Support Engineer, January 2019 – Present

- ◆ Tier Two Support and primary escalation point for India and Austin teams
- ◆ Technical Support with a focus on automation test frameworks and advanced integrations
- ◆ Coordinates with Product and Account Management to prioritize both enhancements and defects
- ◆ Assists with User Acceptance Testing of qTest Pulse and Scenario
- ◆ Subject Matter Expert in qTest's API

QASymphony, Atlanta, GA

Application Support Engineer, June 2017 – January 2019

- ◆ Provide technical support both local and cloud across Windows, Mac and Linux environments
- ◆ Assist with the ideation and construction of complex software solutions
- ◆ Manage ticket backlog of both defects and feature requests
- ◆ Support qTest integrations across various ALMs (JIRA, Rally, VersionOne, Fogbugz)
- ◆ Mastery of all QAS products (Manager, Explorer, Insights, Pulse, Scenario, and Launch)
- ◆ Defined and implemented support processes and workflows

Cvent, Atlanta, GA

Senior Product Consultant 2, May 2015 – June 2017

- ◆ Led an interdisciplinary team (Technical Support and Customer Service)
- ◆ Coached and mentored Product Consultants through audits and performance evaluations
- ◆ Mastery of the Cvent platform (Event, Mobile, Travel, Enterprise, Onsite)
- ◆ Advanced integration support (Marketo, Salesforce, eCommerce, Private Domains)

SignUp4, Atlanta, GA

Application Support Representative, August 2013-May 2015

EDUCATION

Georgia State University, Atlanta, GA

Bachelor of the Arts in English Literature, May 2012

North Georgia College, Atlanta, GA

Associate of the Arts in Media Studies, May 2010