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

PROFESSIONAL EXPERIENCE

Tricentis, Atlanta, GA

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
- Liaison between internal and external stakeholders (Client, Account Management, Dev, and Product)
- Works with Product 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

- Provided technical support both local and cloud across Windows, Mac and Linux environments
- Assisted with the ideation and construction of complex software solutions
- Created knowledge articles and helped construct the knowledge base
- Supported clients across all QAS products (Manager, Explorer, Insights, Pulse, Scenario, and Launch)
- Managed ticket backlog of both defects and feature requests
- Assist Management with the construction and definition of support processes and workflows
- Supported qTest integration across various ALMs (JIRA, Rally, VersionOne, Fogbugz)

Cvent, Atlanta, GA

Senior Product Consultant 2, February 2016 – June 2017

- Tier Two Support
- Lead an interdisciplinary team (Technical Support and Customer Service)
- Coached and mentored Product Consultants
- Supported clients on Cvent platforms (Event, Mobile, Travel, Enterprise, Onsite)
- Advanced integration support (Marketo, Salesforce, eCommerce, Private Domains)
- Wrote knowledge articles both internally and externally

Product Consultant, May 2015 – February 2016

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