

Ren Ivey

WEB DESIGNER

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☎ 470-505-3777

Profile

They/them. Creative web designer and digital artist with over five years of experience working remotely.

Links

[LinkedIn](#) [GitHub](#) [Portfolio](#)

Employment History

Community Support Manager: Billing & Subscriptions, Vimeo, Remote

October 2020 — May 2021

- Responsible for creating and refining Billing workflows and escalation paths during rapid periods of growth and product rollouts.
- Improved and regularly updated internal documentation and macros for Billing department.
- Handled Billing, account, and subscription-related tickets escalated from Tier 1 & 2.

Senior Account Operations Specialist, InVision, Remote

August 2018 — October 2020

- Handled billing and subscription issues, as well as work primarily related to both consumer and Enterprise InVision accounts.
- Member of the 2018-2019 Diversity and Inclusivity Committee.
- Traveled in order to demo InVision products and answer related questions at Design+ marketing events across US.
- Tasked with internal training of sales and success teams.

Customer Advocate , InVision, Remote

November 2016 — August 2018

- Provided daily customer support and training through Zendesk by way of tickets, phone calls, Twitter, and Facebook.
- Helped to troubleshoot technical issues pertaining to various InVision products.

Web Designer, MemberClicks, Atlanta

January 2015 — November 2016

- Responsible for assisting with construction of Memberclicks site and email templates, as well as the transition to mobile responsive site templates.
- Tasked with maintaining Design Team queue, responding to tickets through Zendesk.
- Customized site templates according to client specifications.

Product Expert, MemberClicks, Atlanta

January 2014 — January 2015

- Responded to incoming calls and e-mail inquiries through Zendesk.

- Helped to train and assist clients, as well as new colleagues, with understanding the Memberclicks product and various browser capabilities.

Skills

HTML



JavaScript



Bootstrap



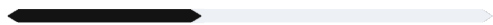
Adobe Creative Suite



Troubleshooting



Node.js



CSS



Git



UX Design



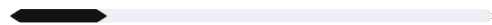
JIRA



Agile Methodologies



React



Courses

Full Stack Web Development, Georgia Institute of Technology Bootcamps

June 2021 — August 2021

Internships

Branding Protege, Whitestone Motion Pictures

2012

- Assisted mentor weekly by creating/editing content in Adobe Photoshop, as well as motion graphics in After Effects.