Haley "Ren" Ivey

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Experience

Designer / Illustrator
Freelance

2010 - Present (11 years 7 months +)

Community Support Manager: Billing & Subscriptions
Vimeo

Oct 2020 - May 2021 (8 months)

• Responsible for creating and refining Billing workflows and escalation paths in order to ensure a stronger impact from the Support team during rapid growth periods and product rollouts.

• Improved and regularly updated internal documentation and macros for Billing.

• Handled Billing, account, and subscription-related tickets escalated from Tier 1 & 2.

• Worked closely with Transaction developers, pre-sales, and CRM teams to track bugs, trends, and improve customer experience overall.

Senior Account Operations Specialist
InVision

Apr 2019 - Oct 2020 (1 year 7 months)

• Additional responsibilities included pre and post migration work for Enterprise customers transitioning to private cloud.

• Tasked with internal training of sales and success teams on product functionality and internal processes.

• Handled high-urgency account requests requiring unique and immediate action.

Account Operations Specialist
InVision

Aug 2018 - Apr 2019 (9 months)

• Handled billing and subscription issues, data migrations, account activations/deactivations, and work primarily related to both consumer and Enterprise InVision accounts, including that of the Fortune 100.

• Guided users through the initial Enterprise setup period, helping them to understand how they may best utilize available features.

• Helped to refine processes, commonly used macros, and improve internal documentation for newly established Account Operations team.

• Member of the 2018-2019 Diversity and Inclusivity Committee.

• Traveled in order to demonstrate InVision products and answer related questions at Design+ marketing events in several cities across the US.

Customer Advocate
InVision

Nov 2016 - Aug 2018 (1 year 10 months)
• Responsible for providing 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.
• Made requested changes on client accounts, escalating where appropriate.
• Maintained a consistent 99% or above customer satisfaction rating.

Web Designer
MemberClicks, a Personify company

Jan 2015 - Nov 2016 (1 year 11 months)
• Responsible for assisting with construction of Memberclicks site and email templates, as well as the transition to mobile responsive site templates utilizing CSS, HTML, and JavaScript.
• Tasked with maintaining Design Team queue, responding to tickets through Zendesk.
• Customized site templates according to client specifications.
• Created documentation for internal use.

Product Expert
MemberClicks, a Personify company

Jan 2014 - Jan 2015 (1 year 1 month)
• 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.
• Responsible for troubleshooting complex technical issues per client application.
• Introduced customers to additional product offers.
• Solved tickets frequently related to changes in HTML or CSS in order to assist Design Team.

Branding Protege
Whitestone Motion Pictures

2012 - 2012 (1 year)
• Added as an intern, performing various tasks as needed by company, including PA work on film shoots, studio cleaning, and assisting other departments as needed.
• Assumed role of Branding Protege, learning beneath a professional in the graphic design field.
• Assisted mentor weekly by providing graphics in professional setting, primarily utilizing Photoshop and After Effects for animation.

Education

Georgia Tech Boot Camps
Certificate: Full Stack
Jun 2021 - Aug 2021

Licenses & Certifications

Learning JIRA Software - LinkedIn

Skills

HTML • CSS • JavaScript • Git • Troubleshooting • Illustration • Jira • Content Management Systems (CMS) • Responsive Web Design

Honors & Awards

Clicker of the Month - Memberclicks
Jun 2014

Clicker of the Month - Memberclicks
May 2015

The Version 2.0 - Memberclicks
Oct 2015

MVP - InVision
Feb 2019