



# Ren Ivey

WEB DESIGNER

✉ [halleyrivey@gmail.com](mailto:halleyrivey@gmail.com)

📍 [linkedin.com/in/halleyrivey](https://www.linkedin.com/in/halleyrivey), [hr-ivey.github.io/portfolio](https://hr-ivey.github.io/portfolio)

☎ 470-505-3777

## Profile

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

## 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	CSS
JavaScript	Git
Bootstrap	UX Design
Adobe Creative Suite	JIRA
Troubleshooting	Agile Methodologies
Node.js	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.