



# Ren Ivey

WEB DESIGNER

## Details

470-505-3777

[haleyrivey@gmail.com](mailto:haleyrivey@gmail.com)

## Skills

HTML

CSS

JavaScript

React

Git

Bootstrap

UX Design

Adobe Creative Suite

JIRA

Troubleshooting

Product Demonstration

Agile Methodologies

## Links

[LinkedIn](#)

[GitHub](#)

[Portfolio](#)

## Profile

They/them. Web designer 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.

## Courses

### Full Stack Web Development, Georgia Institute of Technology

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.