

# Isabella M. Nobile

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## EDUCATION

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<b>Lone Star College-Kingwood, TX</b> <i>Associate of Science 3.60 GPA</i>	Graduated May 2016
<b>General Assembly, Remote</b> <i>User Experience Design (40 hours)</i>	Graduated June 2021

## EXPERIENCE

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<b>Worksuite, Austin, TX</b> <i>Solutions Engineer</i> Spearhead implementation projects, ensuring seamless integration and optimal performance for clients. Lead pre-sales engineering efforts, collaborating with sales teams to craft tailored solutions for prospective clients. Develop and maintain data analytics dashboards for enterprise customers, providing actionable insights and data-driven strategies. Execute SQL queries to support data analysis and reporting needs. Design and implement integrations and automations using Python scripting, Make.com, and Zapier. Manage end-to-end project lifecycles for implementations and feature additions, ensuring timely delivery and customer satisfaction. Function as a technical account manager, providing expert guidance and support to major enterprise customers.	January 2024 – Present
<b>Hivebrite, Austin, TX</b> <i>Technical Consultant</i> Lead the delivery of data integration projects leveraging the Tray.io platform from discovery to deployment, ensuring high-quality delivery, on-time completion, and customer satisfaction Train and deliver consulting on API for clients Be an the expert in technical topics involved with Hivebrite (API, emailing configuration, SSO, SEO, others)	October 2023 – January 2024
<b>Hivebrite, Austin, TX</b> <i>Senior Support Specialist</i> Respond to customer email inquiries through Zendesk Triage and analyze logs and bugs for tracking and reporting Reproduce and troubleshoot software and data issues in test environments Create and maintain online knowledge base Develop custom solutions for Customers using JavaScript	April 2022 – October 2023
<b>Box, Austin, TX</b> <i>Product Support Specialist II</i> Postman REST API testing CLI, SQL queries for troubleshooting	June 2021 – March 2022
<b>Stitch Fix, Austin, TX</b> <i>Multi-Channel Agent</i>	May 2019 – June 2021
<b>Six Foot Games, Houston, TX</b> <i>QA Tester I</i>	October 2016 – October 2018
<b>Barnes &amp; Noble College, Houston, TX</b> <i>Temporary Associate</i>	July 2016 – October 2016
<b>Teahouse, Kingwood, TX</b> <i>Cashier</i>	July 2016 – August 2016
<b>Lone Star College, Kingwood, TX</b> <i>Level 2 CRLA Tutor</i>	August 2014 – August 2016
<b>Lone Star College, Kingwood, TX</b> <i>Supplemental Instruction Leader</i>	August 2014 – January 2016
<b>Minuti Coffee, Kingwood, TX</b> <i>Barista</i>	August 2013 – May 2015

## SKILLS

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Jenkins, JavaScript, Node.js, Python, C++, Ruby, SQL, RESTful APIs, Tray.io, JIRA, TestRail, Confluence, Zendesk, Freshdesk, Splunk, Qubole, Datadog, Sentry, Postman, Make.com, Google Analytics, Looker, Asana, Miro, Airtable, Zapier