

Jeremy Ott

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Education

General Assembly, Boston

September 2015 - April 2016

User Experience Design

Front End Web Design

Suffolk University

September 2008 - May 2012

Bachelor of Arts (BA), International Relations & German

University of Vienna

September 2010 - June 2011

Certificate/Study Abroad, International Relations and Affairs

University of Illinois Urbana Champaign Exchange Program

Experience

HubSpot

September 2015 - Present

Designated Technical Support Engineer

- Work directly with 30+ assigned Professional Service Customers.
- Advise on API related questions and help with custom integrations.
- Troubleshoot HTML, CSS, JS related questions.
- Assist customers with executing quarterly marketing campaigns.
- Help develop sales processes with customers highly engaged with our Sales tools.

HubSpot

November 2014 - September 2015

Technical Support Engineer

- Provide high level of technical support through phone, web, and outbound support channels.
- Troubleshoot HTML and CSS related questions.
- Assist our customer and partner base with general inbound marketing strategies when required.

Education First

September 2012 - November 2014

Branding & Logistics Coordinator

- As part of a global initiative to lift academic standards, produced a range of branding materials for each of our 80+ summer schools.
- Coordinate the sourcing/distribution of program materials for over 80 locations across the US/Canada
- Inventory management-working closely with fulfillment center to ensure effective pick and pack, storage, and recycling processes.
- Ensure program material/branding consistency across all of our programs.

Skills & Interests

Languages: German

Technical Skills: HTML, CSS, Javascript, Salesforce, HubSpot, Adobe Illustrator, Adobe Photoshop, Sketch, Axure, UX Pin, InVision, GitHub

Hobbies & Interests: Skiing, Running, Visual Design, UX Design, Collector of domain names, Volunteer Tutor at Boys and Girls Clubs of Boston September 2012 - May 2014