**Kaitlyn Summerill**

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**SUMMARY**

Over five years experience as a Customer Success Manager and Software QA Engineer. I am able to leverage deep technical understanding while maintaining close communication with a broad range of customers. I am responsible for identifying pain points, quantifying those issues and strategically planning a path to resolution across the organization.

**EDUCATION and TRAINING**

* Bachelor of Science, Media Production, Florida State University
* JavaScript Web Development, General Assembly
* Introductory SQL, General Assembly

**TECHNICAL SKILLS**

* JavaScript (Beginner)
* SQL (Beginner)
* Mode
* Git and Github
* Agile and Jira
* Salesforce
* Zendesk and Helpscout
* Command Line
* Google Apps
* MS Office

**PROJECTS**

* Automated customer usage data for business teams at Mapbox
* Created Mode dashboard to alert the business teams when customers were using new products
* On Firmware Engineering teams that launched Fitbit Surge, Charge HR, Flex 2, Blaze and Ionic
* Lead QA team to launch Fitbit’s first swim tracking device

**PROFESSIONAL EXPERIENCE**

**May 2017 – Present**

**Customer Success Manager • Mapbox • Bend, OR (remote)**

* I ensure enterprise customers have success developing, implementing and deploying with Mapbox’s suite of tools. I do this by establishing the customer’s priorities, learning their use case, providing guidance on technical questions and suggesting ways to maximize the tools they’re using.
* Created a script that automated the analysis of customer usage data, saving the Customer Success team a total of 38 hours per month in manual work.
* Manages 30+ accounts, ranging in value from 25K to 400K+
* Fields technical questions and works cross-functionally with product and engineering teams to prioritize and resolve issues
* Directly influenced over a dozen customers to start using a new API, feature or mobile SDK.
* Regularly conduct product feedback calls with customers to learn about any issues or feature requests.

**May 2015– May 2017**

**Lead QA Engineer, Firmware • Fitbit • SF**

* Led a team of QA Engineers and Data Analysts tasked with launching multiple products on a tight timeline, while ensuring QA best practices were maintained
* Created project test plans to ensure adequate coverage throughout each stage of development
* Tested on the component and feature levels as well as end-to-end
* Provided accurate and meaningful data to help PMs and POs make informed decisions about product launches and firmware releases
* Scoped automation work and supported SDETs to achieve their automation goals
* Triaged issues cross-functionally (with EE, ME, Research and Site and Mobile Developers) during all phases of development to drive issues to resolution

**March 2013– May 2015**

**Product Specialist, Customer Support • Fitbit • SF**

* Subject Matter Expert in several Fitbit products, understanding the expected behavior, development of new firmware versions and improvements to hardware.
* Communicated technical details of new firmware releases for the purpose of developing internal training and external content.
* Created weekly case driver and RMA reports and shared those with internal teams.
* Analyzed case data to extrapolate trends in customer-facing issues and prioritized and communicated those trends to product and engineering teams.

**June 2007– June 2012**

**Director • Unseen Stories • FL**

* Co-Founded Unseen Stories as a non-profit organization that creates documentary films to educate the public on child trafficking.
* Managed and compiled all documentation to receive federal 501c3 non-profit status for Unseen Stories.
* Directed forty-five interviews with human rights experts, victims of child trafficking, their parents, aid workers and former traffickers. Edited the feature length documentary that was released in November 2010.