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Floify, Remote — *Technical Support & Operations Engineer*, 05/2022 – Present

- Triage and work the Engineer Operations Zendesk ticket queue by digging in, discovering, and resolving root cause solutions for customer issues
- Monitor metrics & logs to track workflow performance & impact
- Ensure the infrastructure and other software tools & solutions work together seamlessly
- Keep systems up to date with the latest versions, patches by deploying, configuring, & maintaining existing systems
- Continuously explore and execute solution refinements to optimize, refine, rework, & simplify existing processes for better efficiencies

ActiveCampaign, Remote — *Technical Support Specialist*, 09/2021 – 04/2022

- Reviewed escalated tickets to verify bug reports with expert level platform knowledge as well as using SQL, Kibana, API and JIRA to find a path to resolution
- Triage bug reports in JIRA with Engineering teams
- Identified trends in queues and alerting relevant teams
- Provided feedback for clarification on behavioral changes provided by pairing with Product/Engineering teams on debugging and developing new internal tools

ActiveCampaign, Remote — *Product Support Specialist*, 03/2021 – 08/2021

- Effectively solving customer inquiries via email and livechat including investigating, reproducing and/or escalating technical issues
- identifying improvements to the product, isolating and reproducing bugs to enhance the customer experience
- Reviewing internal mail/send logs to assist users with how they can improve and address their sending / deliverability
- Managing projects specific to identifying trends in customers requests specific to interruptions, outages, bugs, product behaviour and collaborating with the Technical Support team to escalate

Autopilot, Remote — *Technical Customer Advocate*, 02/2020 – 03/2021

- Troubleshoot and reproduced technical issues within an email marketing automation platform, as well as built and maintained valuable relationships with customers and team members
- Maintained internal and external facing documentation specific to using Autopilot in forms of text, video, screenshots
- Conducted investigations, reviews, and audits into email sending practices including but not limited to analyzing bounce logs/trends to identify potential issues, assisting customers with blocks, blacklists, spam traps

Floify, Boulder, CO — *Director of Customer Support*, 10/2018 – 03/2019

- Created and led initiatives to improve the SaaS product to retain and grow customer base by conducting customer outreach, surveys and reporting through data analytics
- Created written and video documentation for the purposes onboarding new Technical Support Specialists
- Managed Zendesk internal workflow to improve efficiencies and minimize touchpoints
- Managed a team of 6 Customer Support Specialists

Floify, Boulder, CO — *Team Lead, Customer Support Specialists*, 05/2018 – 10/2018

- Created written and video documentation for the purposes onboarding new Technical Support Specialists
- Managed Zendesk internal workflow to improve efficiencies and minimize touchpoints
- Managed, trained and made improvements to better align the work life and culture of a team of 4 Customer Support

Floify, Boulder, CO — *Customer Support/Success Specialist*, 01/2018 – 04/2018

SMS Assist, *Exterior Maintenance Operations Manager*, 01/2017 – 12/2017

Full Sail University, *Campus Admissions Guide*, 11/2015 – 12/2016

Community Connections, *Support Specialist III*, 9/2012 – 9/2015

Actualize Coding Bootcamp | *Software Engineering & Web Development* | Degree Issued: 2022

Florida State University | *Bachelors in Geography, Urban Planning* | Degree Issued: 2009