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Floify, Remote — *Technical Support & Operations Engineer*

MAY 2022 - PRESENT

- Manage day-to-day engineering ticket flows
- Deploy, configure, & maintain existing systems
- Monitor metrics & logs to track workflow performance & impact
- Help others solve problems by responding to internal requests for information or data
- Ensure the infrastructure and other software tools & solutions work together seamlessly
- Keep systems up to date with the latest versions, patches, etc
- Continuously explore and execute solution refinements
- Dig in, discover, and resolve root cause solutions for customer issues
- Continuously optimize, refine, rework, & simplify existing processes for better efficiency)

ActiveCampaign, Remote — *Technical Support Specialist*

SEPTEMBER 2021 - APRIL 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
- Updated and maintain internal Knowledge Base documentation (Zendesk, Confluence)
- Triaged bug reports in JIRA with Engineering teams
- End to end communication with customers to update and / or resolve bug cases
- Identified trends in queues and alerting relevant teams
- Assisted Education with technical fidelity of new support articles
- Provided feedback for clarification on behavioral changes provided by pairing with Product/Engineering teams on debugging and developing new internal tools
- Provided feedback and coaching to Product Support, and their leaders

ActiveCampaign, Remote — *Product Support Specialist*

MARCH 2021 - July 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
- Collaborating with teams throughout ActiveCampaign to drive stability, consistency, organization and efficiency
- Technical experience with application & integrations including, but not limited to Zapier, APIs, Salesforce, WooCommerce, Facebook

Autopilot, Remote — *Technical Customer Advocate*

FEBRUARY 2020 - MARCH 2021

- Troubleshooting and reproducing technical issues within an email marketing automation platform, as well as building and maintaining valuable relationships with customers and team members
- Maintaining 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

EDUCATION

Actualize Coding Bootcamp

Curriculum: [click here](#) Enrolled Student

(M - Th: 5-830pm & Sun: 8-4pm MDT)

Florida State

University Bachelor of Science,
Geography

Valencia Community

College Associate of Arts,
General

VOLUNTEER

Cultivate,

Tech Support & Handywork

NOVEMBER 2020 - PRESENT

Special Olympics,

Weightlifting Coach

MAY 2013 - AUGUST 2015

Search & Rescue,

Field Team & Radio Dispatch

JULY 2013 - JULY 2015

but not limited to analyzing bounce logs/trends to identify potential issues, assisting customers with blocks, blacklists, spam traps

- Technical experience with application integrations including, but not limited to Sendgrid, APIs, Salesforce, Pipedrive, Twilio, Segment, Zapier

Floify, Boulder, CO — *Team Lead, Customer Support Specialists*

JUNE 2018 - MARCH 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, trained and made improvements to better align the work life and culture of a team of 4 Customer Support Specialists

Floify, Boulder, CO — *Customer Support/Success Specialist*

MARCH 2018 - MAY 2018

- Adapted in a fast paced startup environment with constant interruptions
- Wrote and verbally communicated intelligent responses to complex technical scenarios to 100 tickets per day
- Escalated feature requests and product improvements to engineering and development teams
- Acted as an extension of Customer Success team by completing advanced and highly escalated customer technical issues with the engineering team and reporting back to the Success Manager with directive

SMS Assist, Chicago, IL — *Exterior Maintenance Operations Manager*

JANUARY 2017 - DECEMBER 2017

- Managed 200+ exterior maintenance vendors in 5 states who serviced over 500 customer locations by onboarding, training, scheduling and observing all facets of exterior maintenance for said vendors
- Wrote and verbally communicated intelligent responses to complex technical scenarios specific to vendors using our mobile application to schedule their service appointments
- Completed outreach in communities to find additional vendors to join SMS Assists vendor network
- Trained new SMS Assist employees on the above duties

Full Sail University, Winter Park, FL — *Campus Admissions Guide*

NOVEMBER 2015 - DECEMBER 2016

- Scheduled visits with potential students and walked them through the registration process and maintained relationships with potential students through entire admission process
- Accomplished a 90% + student registration rate after initial contact and campus tour
- Authored organizational workflow training text and video modules used in the Admissions department new hire orientation

Community Connections, Ketchikan, AK — *Support Specialist III*

SEPTEMBER 2012 - SEPTEMBER 2015

- Coordinated 24/7 activities of over 35 employees who assisted 8 residents at the Opportunity House
- Advocated for independence of intellectually and developmentally disabled individuals by working through daily, weekly, monthly and yearly objectives, varying from how to make a meal, walking across the street safely, maintaining finances, job coaching, self care and hygiene as well as exercise for mental and physical health
- Created the Policies and Procedures manual specific to the Support Specialist III position
- Provided support to 13 different special needs adults at home, in the community and in various outdoor environments