

# Joyce Jewell

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

## 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 – APRIL 2022

Special Olympics,

*Weightlifting Coach*

MAY 2013 – AUGUST 2015

Search & Rescue,

*Field Team & Radio Dispatch*

JULY 2013 – JULY 2015

## **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