

# Kaitlin Siobhan Boyle

## LINKEDIN

linkedin.com/in/kaitlinsiobhan

## PORTFOLIO

kaitlinsiobhan.com

## EMAIL

kaitlinsiobhanboyle@gmail.com

## ADDRESS

1100 O'Neill Avenue Belmont, CA 94002

## MOBILE

650.703.1348

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## TECHNICAL SUPPORT ANALYST

*HireMojo*

Sept 2014 - present

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## EXPERIENCE

- Serve as a primary first point of contact for customers with technical and operational questions on the HireMojo platform
- Educate customers and internal staff in using the HireMojo platform
- Actively monitor and address key customer issues
- Develop knowledge-base for internal and external use
- Initiate improvements to internal case tracking tool and related reporting
- Work closely with the product team to build solid, ongoing knowledge of customer needs
- Identify bugs in the platform and create JIRAs to alert the engineering team
- Monitor job health to ensure all jobs launched have 5+ qualified candidates in 7 days or less
- Manage IT for two companies, HireMojo and Accolo

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## GENERAL ASSEMBLY

Feb 2015 - present

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## EDUCATION

- Web Design Circuit (10 week course)
- Product Management (10 week course)
- SQL Bootcamp

## SAN JOSE STATE UNIVERSITY

December 2013

- Bachelor of Science in Health Science

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## PROFESSIONAL SKILLS

Google Apps Admin ●●●●●●  
Desk.com ●●●●●●  
Microsoft Office ●●●●●●  
HTML/CSS ●●●●●●  
Adobe Creative Suite ●●●●●●  
SQL ●●●●●●