

Kaitlin Siobhan Boyle

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ADDRESS

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MOBILE

650.703.1348

TECHNICAL SUPPORT ANALYST

HireMojo

Sept 2014 - present

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

GENERAL ASSEMBLY

Feb 2015 - present

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

PROFESSIONAL SKILLS

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