



# Khrystal Battle

Technical Support Analyst

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## PERSONAL SUMMARY



UX Designer & Front-End Developer

Product-minded technologist combining 10+ years of technical support experience with hands-on UX research, interface design, and modern frontend development (Laravel, Vue, Tailwind). Skilled at translating user pain points into intuitive, scalable digital solutions.

## SKILLS



### Frontend & Web

- Vue.js, Inertia.js
- Tailwind CSS

- HTML5, CSS3, JavaScript

- Laravel
- Git & GitHub

### UX Product

- Wireframing & Prototyping
- Usability Testing

- Figma

- Persona Development
- User Research (Surveys, Interviews)

### Tools & Platforms

- Zoom
- Slack
- SAML SSO
- DigitalOcean

- Intercom

- Confluence
- Active Directory
- Windows & Mac OS

## WORK HISTORY



### TECHNICAL SUPPORT ENGINEER

02/2024 to CURRENT

#### SyncroMSP

- Investigate platform behavior to identify software defects vs user error; escalate reproducible bugs to engineering teams
- Provide real-time product support via Intercom (chat, phone, email) and host live Zoom training sessions
- Document recurring friction points and contribute UX-informed feedback to improve workflows and user experience
- Collaborate cross-functionally with product, billing, and integrations teams to resolve customer-impacting issues



### TECHNICAL SUPPORT ANALYST

08/2019 to 01/2024

#### Carmel Christian School | Matthews

- Simplified login workflows using SAML and Active Directory integrations
- Designed internal documentation and onboarding resources to reduce friction
- Improved lab and classroom technology workflows through usability-driven changes

**COMPUTER SCIENCE TEACHER**

08/2018 to 08/2019

**Carmel Christian School | Matthews**

- Taught Python coding and web development using HTML, CSS, JavaScript
- Guided students through hardware/software concepts, digital interfaces, and logic-driven design
- Introduced students to Raspberry Pi for interactive computing and early usability thinking
- Taught foundational principles of interface design, logic-based problem solving, and frontend web development
- Guided students through HTML, CSS, and JavaScript projects emphasizing usability and clarity

**DESKTOP SUPPORT ENGINEER**

01/2016 to 01/2017

**Union County Public Schools | Monroe**

- Responsible Troubleshooting and Repairing desktops, laptops, tablets and other computer related technologies
- Provide clients with technical PC, tablet, phone, etc
- Hardware and software support including maintaining hardware and software configurations
- Troubleshoot common technical problems and develop automated solutions to those problems
- Management of the agency assets
- Develop documentation to support various IT projects and audits as required
- Use PXE to image Staff and lab Computers

**EDUCATION**

**Bachelor of Science | Computer Science**

05/2006

**Winston Salem State University, Winston-Salem, NC**

**Google UX Design Certificate (2025)**

- Completed end-to-end UX projects from research to high-fidelity prototypes
- Conducted user interviews and surveys
- Created personas, journey maps, wireframes, and usability tests
- Tools: Figma, Google Forms

**PROJECTS**

**Gemstone Design System (Laravel + Vue + Tailwind)**

Designed and implemented a scalable design system to improve UI consistency and development efficiency in a construction SaaS application.

### **S&box UX Case Study- Peer Space**

Conducted research, created personas, designed wireframes, and built interactive prototypes to improve accountability for remote learners.