Kourtney Krogman

Colorado Springs, CO.
Phone: 952-288-4386
Email: kourtney.krogman@gmail.com
LinkedIn: www.linkedin.com/in/kourtney-k-965585161
GitHub: https://github.com/kkrogs?tab=repositories

Professional Summary

Technical Support Engineer and Entry-Level Programmer trusted to address all internal and external issues quickly and decisively. Provides friendly responses and competent remediation. Adept manager of PCs, phone and tablet applications, programming and testing Webpages using various coding languages.

Skills

- Microsoft Exchange, O365 and Teams
- Microsoft E-mail Server Knowledge
- Configuring complicated IVR scripts using e-mail, chat, and phone
- 7+ years Customer support experience
- HTML, CSS, Javascript, GitBash, Jest, Express.js, SQL Coding Knowledge
- CISCO and Oracle Database knowledge
- UcaaS Industry Expert
- Deployment-related troubleshooting
- Salesforce, 8x8, and Hubspot Integrations Expert
- Canadian and France French fluency
- Edriver Logs Expert
- Knowledge of Insurance and Transportation Laws
- RMA and Billing Experience
- Building Webpages using HTML and CSS
- Adding dynamic elements to Webpages using Javascript, JQuery, and Node.js
- Adding API's to Webpages to pull real-time and historical data
- Working in a team of programmers to complete a project and push it to GitHub
- Testing Javascript elements using Jest
- Skype
- Powerpoint

Work Experience

Tier 2 Technical Support Engineers
8x8 – Remote, CO.   **04/2020 - Current**

- Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.
- Developed robust online knowledge base for support staff and customers to reference when responding to requests for assistance using Technical language lingo
- Analyzed call flow data via Wireshark to determine whether or not there is a carrier issue
- Configured complicated IVR phone, email, and chat scripts to ensure proper routing
- Guided customers in running Network tests to determine possible call quality root causes
- Analyzed Network tests and made customer recommendations on DNS, Firewall, and router changes
- Aided clients in configuring office 365 and Microsoft Teams to best work with UcaaS software
- Made e-mail server recommendations to Office 365 and Gmail using clients
- Utilized Dev-Ops Tools to send commands and re-configure the backend

- Ran tests on software to determine root issue cause
- Analyzed .har file data using the Google .har analyzer to see where the faulty issue occurred in how the web application fetched data
- Fixed deployment issues with HubSpot, Salesforce, and Netsuite Integration
- Guided customers on best procedure during Deployment
- Worked closely with the NOC and Dev-Ops team to resolve and troubleshoot issues
- Opened cases in Salesforce and JIRA
- Guided through configuration and troubleshooting on Web-APIs
- Tested chat scripts using HTML and Javascript

Technical Support Engineers
Trimble Transportation – Minnetonka, MN   **02/2019 – 02/2020**

- Supported installers, administrators, and end-user customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware for electronic logs.
- Installed software and firmware updates on Windows and Android devices to prevent possible threats from penetrating networks.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis resulting in a consistent monthly survey score of 90% and above.
- Troubleshot eDriver log logging and other Technical issues to ensure proper operation under driving laws and regulations
- Utilized Splunk to send commands to devices and check device status and connectivity
- Aided in resolving Network connectivity issues with devices in remote areas
- Sent commands to fix issues with engine data cables, tablet user experience, and resolve version bugs
- Promoted to Enterprise Technical Support and worked with high-profile clients with customized application issues
- Troubleshot driver camera issues, sent commands to recording devices and reseated SD cards
- Processed RMA's and corrected billing and shipping issues using Netsuite
- Helped with installation of brand-new onboard computer devices compatible with the EDL mandate

Bilingual Customer Service Representative
Van Wagenen Financial Services – Eden Prairie, MN   **10/2018 – 01/2019**

- Collected auto-insurance data from customers and insurance agents for large financial institutions to ensure compliance with federal law
- Provided French and English Support for customers in Canada and the U.S.
- Communicated with Insurance agents and civilians in Canadian French to collect insurance information
- Utilized CISCO data-tracking services to accurately track and collect necessary data
- Upheld privacy and security requirements established by insurance regulatory agencies.

Translating Canadian French to English Insurance form information

Education

University of Denver – Computer science and Programming Bootcamp Certificate   Current

- Currently working towards a Coding Bootcamp Certification from the University of Denver until June of 2022.
- Currently HTML, CSS, Javascript, JQuery, Web APIs, and Jest.
- Once completed, I will be proficient in the following:

- HTML5
- CSS3
- JavaScript
- jQuery

- Express.js
- React.js
- Database Theory
- MongoDB

- Node.js
- PHP
- Laravel

- MySQL
- Command Line
- Git

Minnesota State Universite – Bachelor of Arts: International business & French Graduated 07/2018

- Magna cum laude graduate

Universite Lumiiere Lyon 2 – Bachelor of Science: French B2 & C1 Certificate Graduated 06/2017

- Completed coursework in French, Cultural Studies and Phonetics.
- Connected with the culture around me by volunteering at non-profits and attending language exchanges.
- Lived with a host family who only spoke French

Other:

- Permanent U.S. Citizen
- Average of 65 WPM
- Bilingual and history of linguistics study (French):
  - o   Native English speaking
  - o   French – Full / Professional