

Jeanette Adelson

ACCOUNT MANAGEMENT AND SOFTWARE SUPPORT

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EXPERIENCE

BAZAARVOICE Feb 2017 - Current

Technical Success Manager

Bazaarvoice is a SaaS company that supports thousands of clients and their e-commerce Ratings and Review content. While the support department prides itself on our consistently high customer satisfaction scores, our real focus is to strive to do what is right for our client. A general day might include;

- researching topics in our documentation
- writing and updating documentation
- troubleshooting unique client configurations
- working with other teams to determine the best plan to achieving client's overall goals
- buliding tools to help us find answers quicker
- meeting as a team to discuss roadblocks/solutions
- making code changes to update client's configuration

"After spending 16 years in the service industry, I decided to push into the world of technology, only to find that I belonged here all along. I have a deep desire to learn how things work - not just to find a temporary solution but to find a way to make it better, more efficient, and more easily accessible. My long career in customer service has helped me cultivate the skills needed to listen to client's concerns, quickly understand what their goals are, find solutions, and communicate them back to the client in a way they can understand."

OTHER RELEVANT EXPERIENCE

BAZAARVOICE HACKATHON - December 2017

Winner

Narwhal Tool - used to look up matches between databases regarding syndication of content. Built with JavaScript and React.

BURLY HOUSE Oct 2016 - Feb 2017

Registrar Administrator

In this role, I assisted a local company with the task of managing, transferring, cancelling, and setting up new DNS for it's various clients.

WAYBLAZER HACKATHON - Sept 2016

Hackathon Finalist

J&B COFFEE CO - June 2010 - August 2013

Store Manager

RADIOSHACK - June 2004 - Dec 2008

Sales

Jeanette Adelson continued

EDUCATION

GENERAL ASSEMBLY 2016

Web Development Immersive

TEXAS TECH UNIVERSITY

English/Psychology

TECHNICAL SKILLS

WRITING :

- HTML5/CSS3
- Build and test API calls
- JavaScript (some)
- JQuery (some)
- Node.js (some)
- SSL Certification and Renewal
- XML Feeds

TOOLS :

- Confluence
- Exact Target
- AWS
- SQL
- Savannah
- MongoDB
- Github
- Salesforce
- Microsoft Office

SOFT SKILLS

- Critical Thinker
- Written Communication
- Verbal Communication
- Active Listening
- Conflict Resolution
- Leadership
- Delegation
- Adaptability
- Deductive Reasoning
- Training
- Management 3+ years
- Customer Service 16+ years