

MARS OAKLEY

SOFTWARE SUPPORT ENGINEER

DETAILS

PHONE

07508693574

EMAIL

a.oakley4589@gmail.com

SKILLS

Leadership & Mentoring

Skilled Communicator
(Written and Verbal)

Highly Experienced
Customer Service

Customer Complaint &
Escalations

Fast & Adaptive Learner

Experienced Public
Speaking

Hardware Triage

Hardware Repair

QA Testing

HTML

CSS

PROFILE

Proven ability to establish and maintain excellent communication and relationships with clients. Dedicated to identifying customer needs and delivering effective solutions to all problems. Highly organized, and skilled in written and verbal communication. A strong leader who works well under pressure, and exudes positivity.

EMPLOYMENT HISTORY

QA Test Engineer, We Are Eight LTD

Remote

May 2023 — Jan 2024

- Acting as the team's sole tester; performing both black-box and white-box software testing.
- Projects were managed through the **ZenHub** project management system, at the end of iterative/agile software development cycles.
- Developed test plans, test cases, and test scripts for manual testing of Front-End coding and Back-End Python/Django coding.
- Additionally, situational feedback and updates were made to Project Managers, CTO and other senior-level stake-holders regarding the status of development projects.

Customer Support Team Lead, We Are Eight LTD

Remote

Dec 2018 — Apr 2023

- Leading the team as a technician and technical advisor to merchants and business owners with mid-to-low technical experience - offering diagnostic and troubleshooting support for applications and software for the **Shopify** e-Commerce platform.
- During this role, over 29,000 plus Support Tickets were handled personally across **ZenDesk** & **HelpScout** help-desk platforms; handling Support Requests through email, Live Chat and telephone calls.
- Served as internal coach and second-tier Support, as part of a wider team of technicians and worked as the fulcrum for driving important SLAs and KPIs. Chaired internal team meetings.
- Additionally as Lead, served as a Subject Matter Expert within cross-business collaboration.
- Documented detailed support documentation, whilst assisting with creating content for the Technical Content team.

COURSES

Certified Tester Foundation Level, ISTQB

Oct 2023

EDUCATION

Film and Screen Studies, Bath Spa University

Bath

Sep 2012 — Jul 2016

Graduated with a 2:1 Degree

A-Levels, Prince Henry's Sixth Form

Evesham,
Worcestershire

Sep 2010 — Jul 2012

English Language - A

History - A

Film Studies - A

AS Levels:

Philosophy and Ethics - B

Colleague Recommendation

Mars has been an incredible co-worker to spend my days alongside for the past 5 years. Their knowledge of our products was so in-depth they became the go-to for everyone in the company when they had questions.

Their work in support was always thorough, polite, and empathic; All traits that make an incredible member of the Support team. More to that they were always vocal on passing along merchant feedback and suggestions to the product team to allow the company to benefit from the insight they had gained.

As much as I was sad to lose the incredible member of support when they transitioned to testing, they also did incredible work in this space; Learning fast and under pressure being the only person in QA to ensure the work that went out to thousands of merchants was of good quality.

I have thoroughly enjoyed working alongside them and can vouch they would be an incredible asset to any company.