

## **Technical Education:**

**The Iron Yard Academy**, Charleston, SC, *Front End Engineering (2015)*

## **Experience:**

### **BoomTown**

Charleston, SC 2010-15

*Quality Assurance Analyst (2012 - 2015)*

- Performs system, regression, and functional testing on front and back end web software applications
- Finds, documents and reports bugs, errors, interoperability flaws and other issues within the software
- Dedicated QAA for feature team within Agile Development Methodologies
- Composes blog posts for the Marketing department as needed
- Represented the company at local tech conferences
- Maintained documentation for testing features

*Senior Support Specialist (2011 - 2012)*

All Support Specialist tasks listed below in addition to the following:

- Trained all new Support Specialists and Success Managers on all technical aspects of the robust LMS
- Trained new Support Specialists on written communication with clients
- Began the vast training manual for all new Support Specialists
- Served as an ambassador for the company in the inaugural Boombassadors committee
- Represented the company at a local tech conference

*Support Specialist (2010 - 2011)*

- Built relationships with clients that allowed better Technical Support and service to help them among all of their needs, suggestions and bugs with the software
- Troubleshoot software bugs and issues as requested by clients
- Championed customer needs and provided input to development teams for long-term planning and prioritizing of product improvements; Maintained strong relationships with development teams for resolutions in software bugs
- Conducted weekly online training sessions guiding new and current client users on the robust Leads Management Software System
- Wrote Knowledge Base articles, routed client requests among departments, and composed blog posts

**Previous experience available on ravenaskew.com or linkedin.com/in/ravenaskew**

## **Education:**

**Auburn University**, Auburn, AL, Communication and Journalism (M.A. Recipient, August 2010)

- Concentration in Public Relations
- Graduate Teaching Assistantships in Communication and Theatre and COMM 1000 Lab Assistant
- Graduate Teaching Fellowship
- Graduate Teaching Assistant Service Award in the Department of Communication & Journalism (2009)
- M.A. Thesis: *The Portrayal of Public Relations Practitioners: A Content Analysis of Television and Film*
  - <http://etd.auburn.edu/handle/10415/2197>

**Samford University**, Birmingham, AL, Journalism and Mass Communication (B.A. Recipient, May 2007)

- Concentration in Public Relations and Minor in Music
- Music Major Scholarship recipient
- Delta Omicron, Professional Music Fraternity, Social Co-Chair, 2006-2007
- Senior Thesis: "Perception Management" in the Field of Public Relations, *Fall 2006* and Presented in the Samford University Senior Showcase, *Spring 2007*
- London Study Abroad, *Summer 2006*

**Recent Volunteer Experience:** Lowcountry Auburn Club Board of Directors, Vice President, President and Past President (2011-2014), DAR: Eliza Lucas Pinckney Chapter [Public Relations and Media Chair 2012-2013] (2011-2014)