Rachel Campbell

Full Stack Web Developer / IT Specialist

Skills

Experience

Rachel Campbell
Boston, MA 02116

(843) 327-0434
rachel@relizabeth.com

LANGUAGES: English. Conversational level of speech and understanding in both **Spanish** and **American Sign Language**.

PROGRAMMING LANGUAGES: HTML, JavaScript, Python, C++, PHP

FRAMEWORKS & LIBRARIES: Bootstrap, Materialize, Sass, jQuery, Node.js, Django

ADDITIONAL SKILLS: Ability to work autonomously, self-starter, enthusiastic learner, and a team player.

Xfinity Mobile/Tier 3 Influencers
APRIL 2018- CURRENT/ NORTH CHARLESTON

Responsible for providing 'white-glove' service to influential Xfinity clients. Proactively catch and mitigate service issues for these clients. Log and analyze long term service issue patterns. Work alongside the Engineering department to address these problems before they become company-wide.

Additional responsibilities include being trusted with high-impact and high-visibility projects that have been directly assigned to our team by company leaders, such as Kathy Kirchner, Senior Vice President of Xfinity Mobile Care and Operations. Projects that I have worked include, but are not limited to: activating services on the back-end to provide unlimited free service to firefighters working in the 2019 California Wildfires, taking over responsibility for the Xfinity Internet Developer Reviews for the Apple App Store and the Google Playstore, working directly with sponsors during the Covid 19 Pandemic to provide low-income and at risk communities with Internet Essentials services.

Xfinity Mobile/Tier 1 & 2 Support
APRIL 2018- March 2019/ NORTH CHARLESTON

My first role with Xfinity Mobile was Tier 1 Specialist; handling primarily billing inquiries, and because of all the hard work from each agent in our XM location, we were all moved to a Tier 2 Support position handling more complex tickets and escalations. Along with handling complex account issues, such as mobile phone number porting errors and back-end account management corrections. I also supported our tier 1 and tier 2 agents both in call centers and in retail locations. I assisted these agents in whitelisting lines for accounts, correcting porting errors in Syniverse and RSSX, among many other things including customer escalations.

February 22nd, 2019 I was placed on the Case Work Management team because of my unique ability to locate and fix account discrepancies. One of the largest parts of this role was to discover the source of the problem for the customer and correct it, or escalate it to the correct department when necessary. By doing this we

aim to make sure every need of the customer is fully resolved so that we are able to maintain them as lifelong loyal customers.

Education

Columbia International University/INTERCULTURAL STUDIES
AUGUST 2010-JUNE 2011/ COLUMBIA, SOUTH CAROLINA

At CIU I learned about all different kinds of cultures and studied the basics of teaching English as a foreign language. While not in class I spent time volunteering as a tutor for less fortunate students in the neighborhood, beside the university. All in all, this was an incredible experience that I wouldn't trade for the world.

Trident Technical College/COMPUTER SCIENCE
JANUARY 2019-JUNE 2020 CHARLESTON, SOUTH CAROLINA

At TTC I pursued my Associates in Science with a focus in Computer Science.

University of New Hampshire/FRONT END WEB DEVELOPMENT CERTIFICATION
JUNE 2020-DECEMBER 2020 BOSTON, MASSACHUSETTS (REMOTE)