

# **RUTH ARACELI CLARK**

Pittsburgh, PA 15210

## **SKILLS**

- Diversity and Inclusion: Attended Regional Economic Inclusion Summit, leader of the JPWF D&I Team
- Frontend: JavaScript, HTML, CSS, Bootstrap, React, Redux, React-Native, Expo SDK,
- Backend: NodeJS, MongoDB, Express
- Project Management: Git, GitHub, Code review, Retros, and mentoring juniors
- Proficiencies: GSuite, Intercom, Salesforce, Hubspot, Slack, Hipchat, Zoom, Loom, GitHub, Mandrill, Mailgun, Grasshopper, Snagit, Jing, Excel
- Bilingual: Fluent in Spanish

## **PROJECTS**

- NuCamp Website plus Personal Portfolio in HTML/CSS/JS using Bootstrap
- NuCamp Website plus Personal Portfolio in JS using React and Redux
- NuCamp Mobile App in JS using React Native
- NuCamp Server using NodeJS, Express, MongoDB

## **EXPERIENCE**

**Jetpack Workflow, Senior Support Specialist & Lead Trainer → August 2018 - Present**

- Perform front-line bug triaging, accurately document in GitHub, and fix small issues in code.
- Own the SLAs for the department (First Response Time, Time to

Close, Customer Satisfaction).

- Own the Knowledge Base.
- Trained a resolution bot, making 48% of responses automatic and instantaneous to our users
- Coach and mentor new support team members in all aspects of the function.
- Co-designed with Dev and UX changes in production to improve customer experience.
- Took the time to teach myself and learn dev

### **Jetpack Workflow, Mid Support Specialist → August 2017 - August 2018**

- Perform logical troubleshooting, accurately document steps and relay outcomes to customers.
- Investigate all potential issues and document in GitHub.
- Work closely with the dev team and product team to resolve bugs and find customer-friendly solutions.
- Handle all customer inquiries via live chat, email, and phone.
- Document all feature requests and usability issues.
- Guide and educate the customer through various self-help options and articles.

### **ADDITIONAL EXPERIENCE & EDUCATION**

- Nucamp Bootcamp, Pittsburgh, PA → June 2020
- DreBo America, Inc., Bilingual Customer Support Specialist → May 2016 - August 2017
- Guardian Protection Services, Bilingual Customer Service Representative → May 2015 - May 2016
- Mt. San Jacinto College, Menifee, CA → May 2008