**Selma Elgabalawy**

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Quick learner with high technical caliber. Detail-oriented and adaptable in fast-paced challenging environments and projects. Ready to amplify your team and be a top contributor.

**Experience**

**SDET at DocuSign (Seattle, WA) February 2020 – Present**

* Writes test plans and test cases for assigned features
* Identifies incomplete or unclear feature definitions and works with stakeholders to address them
* Reviews feature specifications and design for testability and proposes solutions
* Writes maintainable and efficient automated tests within existing test framework structure (Ruby language)
* Focuses on continuous improvement of regression test assets

**Tier II Technical Support Representative at DocuSign (Seattle, WA) April 2018 – February 2020**

* Exhibits excellent soft skills and advanced technical ability in order to achieve customer success stories, customer retention, and upselling. As a result, was chosen to support internal DocuSign employees worldwide through Internal Global Support.
* Handled customer cases with vigilance towards PII security protocol, trust, and safety. Achieved Quality Elite Quality Assurance status for several months (>95%).
* Strong knowledge of all phases of the software development life cycle.
* Ability to navigate and interpret Kazmon Kusto querying for deep investigation.
* Ability to interpret XML and JSON files to find the root cause.
* Troubleshooted advanced REST and SOAP API and third-party integration scenarios. Strong knowledge of Postman, Fiddler, etc.
* Troubleshooted advanced Salesforce and CRM scenarios. Skilled in interpreting DocuSign Connect logs.
* Troubleshooted advanced network, hardware, and software scenarios. Utilized Developer Tools and SAML network traces to pinpoint issues.
* Passed the Tier 3 technical skills exam and have been identifying and pushing bugs to projects in JIRA. As a result, also collaborating with engineers and across teams to effectively resolve customer issues.
* Audited training material and content for our outsourced partners.
* Improved real-time and internal content related to incidents and deployments.
* Delivered product training and shadowing to fellow employees in-person and through various communication forums.
* Smoke-tested, managed, and tracked a global Salesforce Lightning deployment to Global Support.
* Excellent communication and networking skills with the ability to learn FAST.
* Elected as DocuSign Women Impact Chair.
* Sponsored by DocuSign BOLD to go to the Black Women in Tech Summit NW @ Microsoft

**Customer Care Tier II and Technical Support Lead at OfferUp (Bellevue, WA) September 2015 - August 2017**

* Resolved customer support tickets via Zendesk within a critical SLA and kept in line with the brand and voice of OfferUp.
* Filtered Zendesk queues to discover trends, bugs, and feedback to report to the appropriate stakeholders for emergency hot fixes using Jira. In Jira tickets, I communicated reproduction steps, releases or devices affected, customer impact statements, tracked incident numbers via social media/app reviews/Zendesk/help desk, and monitored Crashlytics logs for further account troubleshooting.
* Created and maintained technical content in the knowledge base Confluence to update and train the rest of the customer care team and partner vendors on new bugs.
* Communicated top customer impacts to the iOS and Android team weekly synch meetings to determine priority levels and sprint goals with respective product managers. Prioritized Jira tickets using Kanban boards for quarterly goals.
* Worked with third-party vendor Directly to improve customer experience by letting them know how to respond to bugs or outages before these tickets routed to customer care in Zendesk.
* Triaged and investigated high priority Law Enforcement tickets and media requests. Actioned accounts for fraud risk, stayed adaptable by keeping updated on the latest fraud trends.
* Handled third party IP infringement requests for item moderation and account removal.
* Improved efficiency of customer contact channels and automated responses to reduce customer support workload and improve FCR and NPS.
* Created content to align product/policy decision making processes for standard operating procedures. From 'Heads Ups' articles to alert the team of new features that impact the customer experience team (both backend and frontend) as well as links to related 'How to' articles to explain further.
* Communicated with the OPS team to coordinate customer communication during network and server outages, created and sent out communication with macro tagging to analyze impact.

**Education**

**University of Washington (Seattle, WA)**

**BA in Near Eastern Languages and Civilization (NELC) Graduated August 2013**

**Full Stack Coding Bootcamp Certification August 2020 – February 2021**