

## SHELDON VAUGHN

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## MISSION STATEMENT

I am seeking a career that will both utilize and grow my intelligence, technical skillset, and career oriented personality while providing a good work-life balance.

## EDUCATION

Front Range Community College

**Coursework in Computer Science and Mathematics 3.8 GPA**

**2014 - 2017**

Courses in C/C++, Calculus, Diff EQ, Chemistry, Web Design

University of Northern Colorado

**B.A. Political Science**

**2008 – 2012**

Dean's List, Honor Roll, Social Sciences Academic Excellence Award Winner

## WORK EXPERIENCE

Alteryx, Inc.

**Technical Fulfillment Associate**

**2015 - Present**

I manage the entire order fulfillment procedure process with detail and accuracy. I also prepare

Domestic and international orders by ensuring shipping, receipt, sales operations and delivery

Of Alteryx Products. I also manage product templates for web and desktop products.

I provide basic and intermediate technical services concerning software and licensing. Interviewing, recruiting,

New candidate onboarding and training have come under my supervision as well.

BT Conferencing

**Technical Support Tier 2 (Team Lead)**

**2014 - 2015**

I provided direct support as a team lead for a team of hardware engineers. Worked directly with customers

In a high capacity and received all team related escalations. These interactions were via phone and e-mail.

I maintained strong communication via daily, weekly, monthly and quarterly updates amongst team

Members, clients, and higher level upper management.

## ADDITIONAL SKILLS:

- BASIC KNOWLEDGE OF PYTHON, HTML, CSS, JAVASCRIPT (CODED ALL [WWW.SHELDONVAUGHN.COM](http://www.sheldonvaughn.com) MYSELF).
- 5+ YEARS EXPERIENCE WITH CUSTOMER SERVICE, CRM MANAGEMENT (SALESFORCE AND ZENDESK INCLUDED), MICROSOFT OFFICE SUITE.
- INCREDIBLY ADEPT WRITTEN AND VERBAL COMMUNICATION, INCLUDING EXPERIENCE TRAINING, CREATION OF KNOWLEDGE-BASE DOCUMENTS, CONDUCTING DAILY TEAM STAND-UPS, PRESENTING TEAM INFORMATION TO MANAGEMENT AND EXECUTIVE TEAMS.
- MATHEMATICS INCLUDING STATISTICS, CALCULUS (SINGLE AND MULTI-VARIABLE), DIFFERENTIAL EQUATIONS, AND LINEAR ALGEBRA.
- SELF-DIRECT PROBLEM SOLVER WITH GREAT TIME MANAGEMENT, MULTI-TASKING, PROFESSIONALISM, AND A WONDERFUL WORK ETHIC REFLECTED IN EVERYTHING I DO.