

Objective:

Results-driven support professional with eight years of experience (product/SaaS support as well as IT/Helpdesk support). Commended on the ability to provide high quality customer service, engage with clients in a calm demeanor, technical acumen, and being an approachable team player. Seeking roles in product management, support operations, consulting, or technical advisory

Education:

Boston University,
Boston, MA
May 2014
Bachelor of Science in Computer Engineering

Skill Sets:

Customer Service,
Troubleshooting,
Networking,
Content Delivery Networks (CDN),
Akamai,
APIs,
Shell Scripting,
Linux,
JSON

Professional Experience:

- Akamai Technologies

Cambridge, MA | New York, NY

Nov 2021 – present

Associate Product Manager

-Oversee Akamai's portfolio of services and support products

-Engage in good, better, best model practices when designing and enhancing products

-Primarily work on Akamai's Premium Services and Support offering (focus on enhanced customer alerting), event support, broadcast operations command center for streaming media customers
- Senior Technical Support Engineer

Technical Support Engineer II

Technical Support Engineer

July 2021 – Nov 2021

April 2019 – June 2021

Jan 2016 – April 2019

-Worked with Premium accounts that provide high monthly recurring revenue

-Managed multiple customer escalations for premium eCommerce and public sector customers which had high executive visibility within the customer's organization and at Akamai

-Worked with relevant stakeholders: aligned engagement managers, project managers, solutions architects, support advocates, and sales teams from Akamai as well as engineers, analysts, C-level executives, etc.

-Managed escalations for standard customers who are at risk of churn and requested an aligned resource on high severity issues

-Recipient of multiple awards: i.e. Most Impactful Team, Customer First Award, AkaLedes

-Looked into preventative measures and solutions to assist customers with common pain points

-Serve as a mentor for multiple team members when they start at Akamai, including co-ops and full-time new hires
- IBM Cloudant

Boston, MA

July 2014-January 2016

Client Support Engineer

-Served as the voice of the customer and provided support for customers of Cloudant's Database Platform -

-Served as the US East coast lead and identified ways to improve ticketing workflows in CRM; worked with CRM administrators to funnel in tickets to Slack chat spaces and also how to view PagerDuty integrations into Slack

-Improved internal documentation for processes and onboarded/mentored new team members

-Worked directly with operations engineers, technical account managers, and senior developers of the core software to identify solutions for customers of the platform
- Boston University College of Engineering

Boston, MA

September 2012 - July 2014

Student IT Consultant

-Assisted new student hires with fielding tickets from engineering faculty, staff, and students and wrote processes to assist peers with their day-to-day tasks

-Assisted senior and tenured faculty and staff as well as graduate students on their hardware/software requirements for projects
- Projects:

Akamai Knowledge Centered Support (KCS):

July 2017 - present

-KCS Coach: guiding teammates on writing quality KB articles and advance through the levels of the KCS process

-Use, Flag, Fix, Add, and Archive articles when working on cases

-Documented the articles in Akamai's Knowledge Base.

-Sub-project: Identify duplicate articles and look into consolidation of the articles for easier readability and searchability

Akamai Engineering Days:

January 2019

-Worked on a proof of concept to pull data from Salesforce tickets and push to WebEx Teams

-Used Workato to demonstrate what improvements can be made

IBM Bluemix/Cloudant Integration:

July 2015 - Jan 2016

-Lead for supporting the integration of Cloudant DBaaS into the IBM Bluemix marketplace

-Held weekly meetings with other IBM teams to ensure a smooth transfer from system to system

-Made updates to the backend database to resolve failed account signups and document processes for co-workers to follow

IBM User Migration:

July 2014 - Jan 2016

- Wrote Python and Shell scripts to audit lists of internal IBM employees to migrate their data and reassign their accounts to an internal IBM cluster, utilizing a mix of automated and manual processes