

Profile:

Results-driven IT professional with nine years of experience in product, SaaS, IT, and Helpdesk support. Commended on the ability to provide high quality customer service, product insights, and technical acumen. Team player who values collaborative efforts to deliver the right value to the end user. My previous experiences have prepared me for various roles, including:

- product management,
- program management,
- support operations,
- consulting,
- technical writing,
- technical enablement,
- technical advisory

Education:

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

Skill Sets:

Customer Service,
Product Management,
Knowledge Management,
KCS,
CRMs,
Troubleshooting,
Networking,
Akamai,
Content Delivery Networks (CDN),
APIs,
Shell Scripting,
Linux,
JSON

Awards & Honors:

Akamai 2016 - present
AkaLedes & Spot Awards
-Presented to employees who go above and beyond their day-to-day tasks; recognized by management and peers

Most Impactful Team
-Presented to a team of support engineers who were staffed outside their working hours to support the Black Friday eCommerce Shopping Season

Professional Experience:

Akamai Technologies Cambridge, MA | New York, NY
Associate Product Manager Nov 2021 – present

- Responsible for Akamai's Services and Support product offerings
 - Build and improve automated alerts for customers' websites
 - Conduct meetings with a team of 16 to gather feedback from the field on product improvements
 - Develop the roadmap for our premium offering along with a team of 4 product managers and architects
 - Engage in good, better, best model practices when designing and enhancing products
 - Oversee migration of customers from legacy products to new product portfolios
- Senior Technical Support Engineer* July 2021 – Nov 2021
Technical Support Engineer II April 2019 – June 2021
Technical Support Engineer Jan 2016 – April 2019
- Worked with 12+ 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 both 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 were at risk of churn and requested an aligned resource
 - Wrote and maintained quality knowledge base articles for internal and external processes
 - Recipient of multiple awards: i.e. Most Impactful Team, Customer First Award, AkaLedes
 - Investigated preventative measures and solutions to assist customers with common pain points
 - Served as a mentor for multiple team members when they start at Akamai, including co-ops and full-time new hires

IBM Cloudant Boston, MA
Client Support Engineer July 2014-January 2016

- Served as the voice of the customer and provided support for customers of Cloudant's Database Platform
- 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 view PagerDuty integrations
- 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
Student IT Consultant September 2012 - July 2014

- Assisted new student hires with fielding tickets from engineering faculty, staff, and students
- Wrote processes to assist peers with their day-to-day tasks
- Assisted senior and tenured faculty and staff as well as graduate students on HW/SW requirements

Projects:

Akamai: Premium 3.0 Alerts: November 2021 – present
-Conduct meetings with a core team to improve alerts that get delivered as part of a managed delivery service
-Track JIRAs, coordinate with engineering to improve threshold recommendations for the core alerting engine

Akamai: Enhanced SLA: July 2022 – present
-Assess current market value of an enhanced SLA offering and revising pricing strategy around the product
-Liaison with technical support team to understand pain points in delivering and meeting enhanced SLAs

Akamai: Knowledge Centered Support (KCS): July 2017 – November 2021
-KCS Coach: guided 4 teammates on writing quality KB articles and advance through the levels of the KCS process
-Identified duplicate articles and lead consolidation efforts for easier readability and searchability

IBM: Bluemix/Cloudant Integration: July 2015 - Jan 2016
-Held weekly meetings with other IBM teams to ensure a smooth transfer from system to system
-Updated the backend database to resolve failed account signups and documented processes for co-workers