

Profile:

Results-driven IT professional with over a decade 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 and user experience to the end customer. My previous experiences have prepared me for various roles, including:

- product and 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:

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

Awards & Honors:

Akamai

2016 - 2023

AkaLedes & Spot Awards

- Presented to employees who go above and beyond their day-to-day tasks; recognized by management and peers

Akamai

Apr 2018

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

Nov 2021 – May 2023

Associate Product Manager

- Responsible for Akamai's Services and Support products: Premium 3.0, Enhanced SLA, Standard Support, Event Support, Broadcast Operations and Command Center (BOCC)
- Wrote and drove OKRs to completion
- Designed and improved 12 automated alerts for errors, unauthorized/unauthenticated users, and traffic volume on customer websites
- Conducted meetings with a team of 16 to gather feedback from the field on product improvements
- Developed the roadmap for our Premium 3.0 product with a team of 4 product managers and architects
- Ran market analysis to identify improvements to product offerings
- Oversaw migration of customers from Premium 2.0 to Premium 3.0 products

Senior Technical Support Engineer

Jan 2016 – Oct 2021

- Worked with 15 Premium Akamai customers to debug and diagnose issues with their websites
- Promoted from Technical Support Engineer (TSE) to TSE II and ultimately Senior TSE
- Managed multiple customer escalations for premium eCommerce and public sector customers which had high executive visibility within both Akamai and the customers' organizations
- Partnered with relevant stakeholders at Akamai to drive technical issues to resolution: engagement managers, project managers, solutions architects, support advocates, engineers, analysts, C-level executives, sales teams
- 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
- Investigated preventative measures and solutions to assist customers with common pain points
- Served as a mentor for multiple team members when they started at Akamai

IBM Cloudant

Boston, MA

Jul 2014 - Jan 2016

Client Support Engineer, US East Lead

- Provided support for customers of Cloudant's Database Platform and resolved 15-20 tickets/week
- Worked with CRM administrators to funnel in tickets to Slack chat spaces and view PagerDuty integrations
- Improved internal documentation on GitHub for processes and onboarded/mentored new team members
- Worked directly with operations engineers, technical account managers, and senior developers of the core software to troubleshoot and identify solutions for customers of the platform

Boston University College of Engineering

Boston, MA

Sep 2012 - Jul 2014

Student IT Consultant

- 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, staff, and graduate students on hardware and software requirements to carry out their research projects

Projects:

Akamai: Premium 3.0 Alerts:

Nov 2021 – May 2023

- Conducted meetings with a core team to improve alerts that get delivered as part of a managed service
- Developed the product roadmap in Confluence, tracked JIRAs, communicated updates to respective teams
- Coordinated with engineering to improve threshold recommendations for the core alerting engine

Akamai: Enhanced SLA:

Jul 2022 – May 2023

- Assessed current market value of an enhanced SLA offering and revised pricing strategy around the product
- Liaison with support leadership to understand pain points in delivering and meeting enhanced SLAs

Akamai: Knowledge Centered Support (KCS):

Jul 2017 – Nov 2021

- KCS Coach: guided 4 teammates on writing quality KB articles and advance through levels of the KCS process
- Identified duplicate articles and lead consolidation efforts for easier readability and search-ability

IBM: Bluemix/Cloudant Integration:

Jul 2015 - Jan 2016

- Lead efforts to ensure a seamless user experience for users accessing Cloudant through the IBM marketplace
- Updated the backend database to resolve failed account signups and documented processes for co-workers