

# Derek Edwards

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## EXPERIENCE

### **Adobe Workfront** (Lehi, UT/ Silverton, CO) — *Support Engineer* Dec 2019 - PRESENT

Support engineer for the Workfront suite of software products, whose clients include **Google**, **Facebook**, **Apple**, **Disney**, **Amazon**, **Prudential**, **TD Bank**, **Toyota**, **Starbucks**, and **Nike**, among many others. Full-time remote since COVID-19. I daily interface with client and partner orgs on tech ops issues, and teach/ implement best practices for the software. Our team has best-in-industry SLA metrics, and my personal metrics consistently keep me in the top 3rd of the team. I have identified several bugs in production and done work that has helped retain six-figure client relationships. I attended CKO Ascend 2020/ CX Summit 2020, and helped represent Workfront in-person to client and partner orgs at those events. Salesforce, GSuite, Microsoft Office, API troubleshooting, SSO, Zoom, BlueJeans, CloudApp, Slack, Bridge, Splunk, Talkdesk, network incident management.

### **Instructure** (Cottonwood Heights, UT) — *Support Engineer* May 2019 - Dec 2019

Support engineer for the corporate LMS suite Bridge, whose clients include **Tesla**, **Slack**, **Vivint**, and the **University of Washington**, among many others. Additionally supported SaaS included **Practice** and **Bridge Studio** (formerly **Arc**), along with several other products, services, and LTI integrations. Critical part of a ~10 strong team with best-in-industry Zendesk and LiveChat metrics. Worked primarily with large US- and Pacific Rim-based clients. Excel, Atom, Zoom, Slack, Postman, Ajax, SCORM, auto-sysadmin tasks through remote SFTP server connection, Sumo, HTML/ CSS, Perl, remote work.

### **Copperfield Media** (Salt Lake City, UT) — *Contributing Author, Editorial Intern*

January 2019 – March 2019, May 2015 – August 2015

Written and photographic feature content for **Vamoose Utah** magazine, print and web. In 2015, worked as an editorial intern. Written and photographic content for **Salt Lake City Weekly** and other projects, maintained dining and A&E listings, established back-end publishing software process as the direct contact with the dev team, website HTML, helped host a newspaper industry conference.

### **Alta Ski Area** (Alta, UT) — *Chef* November 2016 – December 2018

Chef for **Collins Grill**, a full-service Euro-style bistro at historic Watson Shelter. Apps, entrees, and desserts made-to-order. Commute required pre-public skiing and after-hours snowcat deliveries.

### **James W. K. Loong Neuropsychology** (American Fork, UT)

*Technical Writing Consultant* June 2011 - October 2018

Medical record analysis and summary, conducting and transcribing interviews. Extensive written content produced for medical/ legal purposes. Remote work.

## EDUCATION

### **University of Utah** (Salt Lake City) — *Bachelor of Arts, English* August 2013 - May 2016

Dean's List honoree 2016; **Utah Freeskier Society** member 2013-2016. Weekly columnist for **The Daily Utah Chronicle** and staff writer for **Wasatch Magazine** 2014-2015.

## PROJECTS

### **Nothing On Top** — *Independent Short* August 2017 – October 2017

Collaborated with **Spicer|Hogin** to make a film short about a climbing passion project. The short won the "Love of the Wastach" category at the **Faultline Film Festival** (3/8/18). [vimeo.com/242854913](https://vimeo.com/242854913)

## SKILLS

Writing  
Editing  
Still Photography  
Video Editing  
Microsoft Office  
Adobe CC  
Technical Support  
Customer Service  
Remote Work  
Detail-Oriented

## CERTIFICATIONS

### **BLS Provider**

American Heart  
Association

### **Basic Keelboat Sailing**

American Sailing  
Association

### **Hunter Education**

Utah Division of Wildlife  
Resources

## HOBBIES

Backcountry Skiing  
Ice Climbing  
Rock Climbing  
Canyoneering  
Kayaking & Rafting  
Mountain Biking  
Bikepacking  
Guitar & Mandolin