# Derek Edwards

(801) 380-1660
derek.d899@gmail.com
Silverton, CO 81433

## EXPERIENCE

**Float.com** (Silverton, CO)  — *Support Engineer (Tier 3)* Dec 2021 - PRESENT

Customer Support Specialist doing T3 support engineering work for the Americas region for **Float.com**. The company is all-remote, all-asynchronous, and internationally distributed. Float is a project management SaaS platform originally built for small to mid-size teams, now used internally by clients like **Buzzfeed**, **AirBNB**, **Vodafone**, and **Deloitte**, and highly rated on G2.com. Intercom, Recurly, Asana, Jira, Trello, Loom, Notion, macro and KB content generation, client billing management and invoicing, new hire training, customer service, defect identification and resolution, devops assistance.

**Adobe Workfront (**Lehi, UT/ Silverton, CO) — *Support Engineer*  Dec 2019 - Dec 2021

Support engineer for the **Workfront** suite of software products, whose clients at the time included **Google**, **Facebook**, **Apple**, **Disney**, **Amazon**, **Prudential**, **TD Bank**, **Toyota**, **Starbucks**, and **Nike**, among many others. Full-time remote since COVID-19. I daily interfaced with client and partner orgs on tech ops issues, and taught/ implemented best practices for the software. The team had best-in-industry SLA metrics, and my personal metrics consistently kept me in the top 3rd of the team. I identified several bugs in production and did work that 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 at the time included **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.

**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, UT) — *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.

## SKILLS

Customer Service

Technical Support

Writing

Editing

Still Photography

Video Editing

Microsoft Office

Adobe CC

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