

**VICTORIA
CLAYTON**

TECHNICAL SUPPORT AND QA PROFESSIONAL

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**TECHNICAL
SKILLS**

Windows, Mac and Linux (Ubuntu/Mint)
JIRA (both front end and administration), Confluence (administration), Zendesk (administration/help center creation), SQL (SQL Server and Postgres), CSS (and CodePen), HTML, Python, jQuery, GitHub, Salesforce, Amazon Web Services, VMWare, Scrum/Agile. Design knowledge (including Photoshop, Illustrator, layout/design), videography, bilingual English/Spanish (professional proficiency).

EXPERIENCE

Technical Support Analyst, Monotype, Woburn, MA, 2017 - present
Technical troubleshooting of customer accounts and font files.
Testing of web fonts and CSS and JS troubleshooting of customer sites.
Responsible for font bug reports to font foundries.

Product Support Specialist, Virgin Pulse, Framingham, MA, 2015 - 2016
Tier 2/3 technical and device troubleshooting for Virgin Pulse members and many different departments in the company.
QA checks on UI design, program design, and code testing using both manual functional testing and automated testing.
Use of SQL database to discern data issues from proprietary fitness devices as well as third party data ingestion through APIs.
Monitoring of AWS and other network traffic.
Ran daily standup meetings as well as sprint planning and retrospectives.

Member Services Representative, Virgin Pulse, Framingham, MA, 2015
First line technical troubleshooting for Virgin Pulse members, via email, phone and web chat.
Troubleshooting of proprietary Virgin Pulse fitness device/pedometer, website issues, and third party devices such as Fitbit and Misfit devices.

Freelance Writer, Self-Employed, Catskill, NY, 2010 – 2015
Freelance and contract technical writer responsible for writing both technical and layman level documents and articles for both web and print.
Created press releases, white papers, interviews and opinion pieces.
Responsible for ghostwriting other topics as required using extensive research and high attention to detail.

Renewal Specialist, Maximus, Albany, NY, 2013 – 2014
Responsible for completing phone renewals for New York state's Medicaid population using extensive knowledge of public medical programs as well as private insurance programs.

EDUCATION

B.A. in Human Development/Psychology (pending)
Empire State University, Saratoga Springs, NY.