VICTORIA CLAYTON

TECHNICAL SUPPORT AND QA PROFESSIONAL

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TECHNICAL SKILLS

Windows, Mac and Linux (Ubuntu/Mint)
SQL (SQL Server and Postgres), CSS (and CodePen), HTML, Python - experience with jQuery, JIRA, Confluence, BitBucket, GitHub, Salesforce, Zendesk, Scrum/Agile methodology. Design knowledge (including Photoshop, Illustrator, layout/design), VMWare, videography (including Camtasia and some Avid experience), bilingual English/Spanish (professional proficiency).

EXPERIENCE

Technical Support Analyst, Monotype, Woburn, MA, 2017 - present
In charge of technical troubleshooting of customer accounts and font files.
Testing of web fonts and CSS formatting.
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.
Quality assurance checks on UI design, program design, and code testing including QA automation.
Use of SQL database to discern data issues from proprietary fitness devices as well as third party data ingestion through APIs.

Member Services Rep, Virgin Pulse, Framingham, MA, 2015
First line technical troubleshooting for Virgin Pulse members, via email, phone and web chat.
Troubleshooting of proprietary 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 accuracy.

Renewal Specialist, Maximus, Albany, NY, 2013 – 2014
Responsible for completing phone renewals for New York state's Medicaid population.
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.