

Drew Kitch
drew.kitch@gmail.com
(650) 714-7964

Work Experience

Facebook Menlo Park, California

Contingent Worker (Summer 2012)

Assisted Business Operations Program Manager in the reporting of financial data.
Tested analytical tools for quality assurance.

Red Cliff Ascent Enterprise, Utah

Senior Instructor (July 2009 - September 2011)

Guided adolescent hiking groups in the desert of southern Utah. Promoted primitive camping skills and maintained expectations of the wilderness therapy program. Communicated relevant behavioral observations of students with co-staff and therapists. Engaged and communicated with students one on one and led group discussions on topical subjects as well as recent experiences during the day. Supervised co-staff and offered consistent feedback on performance of duties.

Box Palo Alto, California

Support Manager (October 2007 - January 2009)

Transitioned from Account Manager to head up support within the first few months of employment. Oversaw a support apparatus that provided 24/7 phone, email and livechat service. Maintained bug tracking system and communicated with engineering resources regarding site issues. Updated website's help content as new features were made available to users. Communicated usability issues based on customer interactions to development team. Oversaw support initiatives such as the hiring/training/managing of outsourced customer support staff, management of the support line virtual PBX and creation of a streamlined technical support form submission page.

Education

Dev Bootcamp

Programming Academy (Fall 2012)

Graduate, Ruby on Rails

University of Illinois at Urbana-Champaign

Continuing Education (April 2012)

Certification, PHP/SQL Programming

University of Southern California

Bachelor of Arts (May 2007)

Major: Philosophy

Minor: History

Cumulative GPA: 3.09