

Deanna Marie Alexander

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SUMMARY

I am highly motivated, driven, and energetic personality, with a multifaceted professional background and recent career pivot to UI/UX and Front-End Development. I have a passion for creativity, and aim to encourage, help, and inspire others as much as possible.

EXPERIENCE

TASK RABBIT CLIENT EXPERIENCE AGENT - AUSTIN, TX MAY 2021 - PRESENT

Responsible for handling basic client inquiries, such as account access, assisting with use of the platform, and appointment booking support, primarily via Zendesk live support channels. Teaches basics of the platform and uses in-house resources, problem-solving and people skills to support clients.

STITCH FIX CLIENT EXPERIENCE AGENT - AUSTIN, TX FEBRUARY 2020 - JANUARY 2021

Works directly with Stitch Fix clients to provide thoughtful and personalized solutions to their inquiries. Solves issues pertaining to dissatisfied styling, billing, and shipping. Provides outstanding client experiences by communicating effectively through email communications using Zendesk and other internal software.

Contracted by Accenture

CHASESOURCE STAFFING PROVIDER ENROLLMENT SPECIALIST - AUSTIN, TX OCTOBER 2018 - FEBRUARY 2020

Reviews, processes, and enrolls Texas Medicaid applications for individual providers and medical facilities. Interacts professionally with Medicaid providers and ancillary staff. Provides timely response to inquiries and concerns regarding Medicaid provider enrollment.

Contracted by Google

TELUS INTERNATIONAL PROJECT-FI SUPPORT - SUBJECT EXPERT - AUSTIN, TX MARCH 2017 - AUGUST 2018

Provides floor support and subject expertise to agents in their nesting period. Assists with difficult cases for tenured agents. Oversees daily dissatisfied survey (DSAT) second reviews for root-cause analysis of upcoming issues. Coaches struggling agents.

Contracted by Willis Towers Watson

BEACON HILL STAFFING BENEFITS ENROLLMENT SPECIALIST - PITTSBURGH, PA SEPTEMBER 2016 - JANUARY 2017

Assists client workforce with their employee healthcare benefits enrollment. Responds to a high volume of emails and calls from benefits-eligible employees, and provides guidance with annual enrollment and qualified life event changes. Uses comprehensive knowledge of medical, dental, and vision benefits, as well as 401k, pension, retirement, disability, and life insurance policies, to satisfy all caller inquiries.

PNC BANK CUSTOMER CARE REPRESENTATIVE - PITTSBURGH, PA APRIL 2016 - AUGUST 2016

Investigates and responds to customer inquiries regarding basic banking and finance products, services, and issues. Recommends new products or banking packages when appropriate. Always maintains a high level of customer satisfaction consistent with PNC's core values.

EXPERIENCE CONTINUED

EBAY MEMBER TO MEMBER DISPUTE APPEALS - AUSTIN, TX SEPTEMBER 2015 - FEBRUARY 2016

Solves disputes between buyers and sellers on the eBay website. Revolves basic technical support issues and bugs. De-escalates frustrated members and maintains customer loyalty and satisfaction. Positively promotes upcoming changes to site functionality or company policy. Advocates for the eBay brand.

Contracted by Google

TELUS INTERNATIONAL - THROUGH VOLT STAFFING PROJECT-FI SUPPORT - AUSTIN, TX JULY 2015 - SEPTEMBER 2015

Delivers technical support and troubleshooting assistance to customers of Google's Project-Fi cellular service, as well as hardware support for Nexus and Pixel mobile devices. Handles basic cellular service plan and billing-related issues.

This position was through a staffing agency; was later hired on directly with Telus International due to great rapport with the company.

Contracted by Legal Zoom

VOLT STAFFING STUDENT LOAN COUNSELOR - AUSTIN, TX MAY 2015 - JULY 2015

Offers and suggests appropriate company services and promotes sale packages to customers, for a variety of different legal and clerical needs. Administers loan counseling and financial expertise to existing clients. Utilizes efficient data entry skills.

APPLE PRODUCT SALES SPECIALIST - PITTSBURGH, PA AUGUST 2014 - FEBRUARY 2015

Promotes and demonstrates Apple products with clever and innovative presentations, personalized for each individual customer and their needs. Exceeds sales metrics while still ensuring customer delight. Aids new and returning customers with initial product setup and customization for new CPU products, mobile devices, and all other accompanying tech accessories. Demonstrates a thorough understanding of technical issue troubleshooting, and advanced knowledge of device restoration and repair.

Contracted by Apple

IBEX GLOBAL IOS TECHNICAL SUPPORT; NEW-HIRE TRAINER – ROBINSON, PA APRIL 2013 - MARCH 2014

Regularly contributes to the creation of new training course material. With approval, customizes and alters existing Apple-developed curriculum to accommodate time constraints and other needs of the business. Demonstrates keen public speaking and leadership skills throughout the three-week New Adviser Training (NAT) class. Closely oversees struggling agents, without disregard to the needs of more proficient team members. Works closely with team leads, coaches, quality leads, and all other call center operation leaders to ensure key metrics are met by their agents.

EDUCATION

THE UNIVERSITY OF TEXAS - AUSTIN, TX

2020 - 2021 – *Full Stack Web Development Bootcamp Graduate* – Continuing education and expanding upon self-taught knowledge of markup, and coding related skillsets like: HTML5, CSS3, JavaScript, Bootstrap, Express.js, React.js, Node.js, MySQL Mongo DB and Git.

PITTSBURGH TECHNICAL INSTITUTE - PITTSBURGH, PA

2012 - 2013 – *Continuing education in Graphic Design and Visual Art*

PITTSBURGH CREATIVE AND PERFORMING ARTS HIGH SCHOOL - PITTSBURGH, PA

2011 - 2012 – *Accelerated pace high school graduate with a special emphasis in study toward Visual Art*

FOX CHAPEL AREA HIGH SCHOOL - PITTSBURGH, PA

2008 - 2011 – *Honors High School Student* – Attended until Junior year, then transferred to CAPA for senior year after successful audition and admittance.

SKILLS

<i>Interpersonal Skills</i>	<i>Tools & Technologies</i>	<i>Professional Skills</i>
Communicative Creative Critical Thinker Dependable Detail Oriented Friendly Innovative Inspiring Problem Solver Tech-Savvy	Adobe Illustrator Adobe Photoshop Android OS, iOS Bootstrap CSS3 Express.js Git G Suite HTML5 JavaScript Mac OS MongoDb MySQL Node.js React.js Windows OS ZenDesk Word, Excel, & PowerPoint Pages, Numbers, & Keynote	Contact Centers Content Creation Customer Experience Data Entry Healthcare Leadership Management Public Speaking Technology Training