

Xander Canedo
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PROFESSIONAL OBJECTIVE

Self-motivated person with great communications skills and abilities, who seeks and enjoys responsibility. To obtain a position with a company that offers challenges, responsibility and advancement opportunities while utilizing my knowledge and experience in computer applications, customer service and quality assurance.

SKILLSET

- Proficient in Mac, Linux and Windows including MS Office; Outlook, Excel, Access, PowerPoint, Visio and Word
- Experience with Salesforce, Pardot B2B marketing software, Match IT, Sharepoint, Team Foundation Server, Kibana, Zendesk
- Skillful in REST API
- Python aficionado
- Expert in Workfront's reporting tool
- Able to automate workflows using Azuqua's cloud-based integration platform
- Knowledge of Agile and Waterfall project management methodologies
- Bilingual; fluent in Spanish & English, and conversational proficiency in French
- Great trouble-shooting, analytical and problem solving skills, ability to develop and implement solutions, quick learner with a strong attention to detail, self-starter
- Google Fu blackbelt
- Excellent quality control skills
- Typing at 130+ wpm with 95+% accuracy

EMPLOYMENT

◆ Workfront	Jan 2017 – Present	Lehi, Utah
Assigned Support Engineer (TSE2)		

- Provide single point-of-contact phone and web support for high-profile, strategic clients
- Mentor and train Tier 1 Technical Support Representatives
- SME for Advanced Reporting tool within Workfront
- SME for Workfront's REST API
- Responsibilities as consultant for customer workflow adoption into company's SaaS
- Consulting role for advanced reporting in the proprietary code for Workfront
- Consulting role for Workfront's API
- Critical thinking for software-bug workarounds or solutions for software limitations
- Troubleshoot customer's custom API integrations in Azuqua/Workfront Fusion
- Deep knowledge of Workfront's database table relationship

◆ Workfront	May 2015 – Dec 2016	Lehi, Utah
Technical Support Representative		

- Serve as front-line support for Workfront customers
- Knowledge of Workfront's Software capabilities and limitations
- Constant multi-tasking with internal tools such as Kibana, email logs, internal diagnostics
- Troubleshooting role with Workfront's API
- Expert of Workfront's excel-based importing tool 'Kickstart' for mass data migration
- Constant communication with Finance, Network Ops, Tech and Sales Department for resolving customer issues
- Proofing software specialist; ProofHQ
- Data Asset Management expert
- Knowledge of Agile and Waterfall project management methodologies
- Verify and Escalate software bugs/defects

◆ BROWZ, LLC Professional Services Client Associate	October 2014 – May 2015	Draper, Utah
<ul style="list-style-type: none"> • Latin & South American territory manager • Implement new clients & their suppliers • Client-side consulting concerning supplier requirements • Manage client's supplier database • Create compliance summary reports per clients' specifications • Report campaign summaries to VIP clients such as ESPN & Disney • Coordinate with IT to do Alpha & Beta testing for new client implementations • Part of 'Brain Trust' in order to tackle internal procedural challenges • Conduct digital town-hall presentations & training demos for new clients • Create Pardot campaigns for B2B marketing • Immense knowledge of internal processes • Constant multitasking with various programs, both internal & commercial • Consult with Supply Chain Specialists & Operations to gain VIP supplier compliance • Marketing consultation • Monetization suggestions as business grows • Internal product development 		

◆ BROWZ, LLC Senior Supply Chain Specialist	January 2013 – October 2014	Draper, Utah
<ul style="list-style-type: none"> • Maintain 1000 accounts (suppliers) per clients pre-qualification standards • Knowledge of MSHA training standards • Consult with supplier's insurance agents to meet client requirements • Ability to interpret insurance verbiage & amend them per state regulations • Answer off-the-cuff questions about OSHA safety regulations • Provide customer service as necessary • Spearhead new client accounts & transfer once established • New hire training/mentoring as required • Quality Assurance of documentation • Knowledge of international safety regulations for multiple countries • Aid with ISO 9001:2008 certification 		

BROWZ, LLC Operations Reviewer	May 2011 – December 2012	Draper, Utah
<ul style="list-style-type: none"> • Multi-lingual data entry with no margin for error • Constant critical thinking & problem solving • High level knowledge of OSHA record-keeping • Knowledge of insurance liability certificates • Knowledge of +100 individual client requirements 		

EDUCATION

Salt Lake Community College <i>General Education</i>	2007 – 2012	Salt Lake City, Utah
Taylorville High School <i>High School Diploma</i>	2005 – 2007	Salt Lake City, Utah