
PROFESSIONAL PROFILE

Customer Experience and Support Leader with 15+ years of experience managing high-volume technical support operations, escalation workflows, and cross-functional incident resolution. Proven ability to partner with Engineering and Product teams to diagnose complex technical issues, improve system reliability, and enhance end-user experience through structured root-cause analysis and process improvement.

Currently focused on systems thinking and AI-adjacent evaluation concepts, applying structured reasoning, workflow analysis, and information systems design principles to understand how outputs and behaviors change under constraint, ambiguity, and scale.

CORE COMPETENCIES

- Root Cause Analysis & Incident Resolution
- Escalation & SLA Management
- Systems Thinking & Information Architecture
- Process Design & SOP Development
- Cross-functional Engineering Collaboration
- Data Analysis & Operational Reporting
- Customer Experience Optimization
- Structured Workflow & Support Systems Design
- Behavioral Systems & Constraint-Based Analysis

TECHNICAL SKILLS

Support & CRM Systems

- Salesforce CRM (10+ years)
- JIRA (ticketing & escalation workflows)
- Help Desk & Incident Management Systems

Technical Troubleshooting

- Windows, macOS, Chrome OS
- Web application & browser diagnostics
- Network, SSL, connectivity troubleshooting
- Chrome DevTools (basic debugging)

Data & Reporting

- Google Analytics (GA4)
- MySQL (basic querying & reporting)
- Support metrics & trend analysis

Collaboration Tools

- Slack
- Google Workspace

Education & Identity Systems

- ClassLink, Clever (SSO / rostering systems)

PROFESSIONAL EXPERIENCE

Senior Customer Support Specialist

Carnegie Learning / Scientific Learning | Tucson, AZ

- Resolved complex Tier 2/3 technical and product support issues across enterprise education platforms
- Led escalation workflows for critical bugs with Engineering and Product teams
- Developed SOPs, training materials, and knowledge base improvements
- Provided structured QA feedback on recurring product issues
- Produced reporting and trend analysis for operational decision-making

Technical Support Shift Manager

EarthLink Inc.

- Managed 120+ support staff across Tier 1 and Tier 2 technical support operations
- Oversaw escalation handling, performance management, and workflow optimization
- Improved operational efficiency through structured process refinement
- Coordinated response efforts during system outages and large-scale incidents

Freelance Journalist

Multiple Publications

- Authored industry and general interest articles across digital and print platforms
 - Translated technical and consumer topics into clear written content
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SYSTEMS & EXPERIMENTAL WORK (PERSONAL PROJECTS)

- Explored structured information systems to understand how input constraints influence behavior, usability, and information flow
 - Built experimental interfaces focused on organizing and transforming structured data into usable systems
 - Developed informal systems for improving information capture, retrieval, and long-term knowledge organization
 - Created discovery experiments emphasizing non-algorithmic exploration and alternative navigation models
 - Built prototype data-to-interface workflows that turn structured datasets into simple web applications
 - Experimented with rule-based interaction systems to observe emergent behavior in constrained environments
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LIGHT ANALYTICAL & AI-ADJACENT EXPLORATION (SELF-DIRECTED)

- Explored evaluation concepts for assessing system outputs based on accuracy, consistency, and constraints
- Experimented with prompt variation to observe changes in output structure and behavior
- Studied common failure patterns in generative systems (inconsistency, drift, incomplete reasoning)
- Developed familiarity with evaluation-oriented thinking focused on structure, reliability, and system behavior