



About

Successful career changer who adds value to support teams with the ability to shift context throughout the day, and prioritize. From art education to technical support, I connect with, and coach employees of all tiers with the goal of bridging knowledge gaps and teaching digital literacy.

Experience

Customer Support Specialist | Linode/Akamai

August 2018 - Present

- Front line contact for customers; close 750 tickets/month that are received via ticketing system, phone calls, and community inquiries received via: IRC, Twitter, Facebook, YouTube, LinkedIn, Instagram.
- Resolve Linux and Linode system administrator tickets, as well as networking and related technical issues.
- Subject Matter Expert for Backups Admin, and Community Expert.

Communications Specialist; Office & Community Manager | PromptWorks

May 2017 - July 2018

- Utilized Google Analytics to develop a data driven marketing and social media strategy; reported industry trends on a weekly basis.
- Cross-functional collaboration on internal website refresh project; collected and presented data which informed user interface design.
- Influenced senior leadership to launch a Diversity Initiative; scheduled guest speakers for *Talk Tuesday* program.

Production Systems Analyst; Electronic Production Assistant | Taylor & Francis Publishing

January 2015 - April 2017

- Managed customer and internal technical support CRM, provided technical assistance for CATS (Central Article Tracking System), and professional assistance in the form of pre- and post-peer review.
- Alleviated cross-departmental pain points by creating and automating custom reports to provide insight into production database records.
- Account Manager of 60+ journals with unique peer review platforms; assisted internal and external users with: requirements for submission, and training editors and reviewers.

Elementary & High School Art Teacher | School District of Philadelphia

September 2009 - November 2014

- Independently created yearlong curriculum to be implemented through lessons, adjusting accordingly throughout the year.
- Collaborated with colleagues to integrate disciplines such as Music and Technology into the classroom in order to demonstrate the value of art in education.
- Utilized grant funded programs to provide opportunities for students to create art beyond the classroom, including: starting a Guitar Club, and using Classroom Dojo to better reach, teach, and reward students.

Volunteer

Communications Lead; Project Manager Assistant, Leverage | Code for Philly

December 2016 - April 2018

- Manage communications for Brigade events, projects, and initiatives.
- Logo Design and Branding for *City as a Service Hackathon* and *Leverage*.
- Lead User Experience research and collaborative conversations for *Leverage*.

Skills

Languages: ColdFusion, Javascript, HTML, CSS, SQL, XML

Tools/Systems: Google Analytics, SEO, Buffer, Hootsuite, Slack, Trello, Git, Command Line, Linux Administration, Networking

Creative: Adobe Creative Suite, Digital Photography

Education

Moore College of Art and Design

Certification, Web Design

Temple University

Bachelor of Science, Art Education