

PROFILE

Ambitious with an empathic nature, I am experienced in leading cross-functional teams and engaging stakeholders at all levels in order to deliver innovative and impactful user-centric processes, products, and services.

SUMMARY OF QUALIFICATIONS

Over the last 11 years, creating an exceptional experience for customers as well as those on my team has been my guiding light, whether providing support, web design/development, process improvement, operations management, or creative projects. In my current role as Product Advocate, I accomplish this by first developing a deep understanding of evaluator needs and then helping build better products and processes by delivering insights from those engagements into the business. Previously, I oversaw operations and service delivery in a university makerspace that focused on digital fabrication and print production, including managing project teams of up to twelve that provided and enhanced client services. Additionally, I served on the UT staff advisory council as chair of a committee that created a new program that connects employees with resources for professional development.

- ▶ 11 years in customer experience
- ▶ 9 years in technical support
- ▶ 5 years experience with process improvement
- ▶ 4 years in operations and service management
- ▶ 3 years web design/development and site building
- ▶ 4 years vendor relationship management

EXPERIENCE

Product Advocate

Atlassian, Austin, TX

March 2017 – present

- ▶ Advise pre-/evaluators on products and solutions based on use case and technical requirements.
- ▶ Engage internal stakeholders in developing feedback channels and strategies.
- ▶ Report on feedback from evaluator interactions to guide product, marketing, and business improvements.

Technology Services Coordinator

School of Architecture, University of Texas, Austin

October 2012 – March 2017

- ▶ Ensured client success by adapting offerings and developing policies, procedures, and program roadmaps in line organizational goals and user feedback.
- ▶ Recruited, trained and supervised 12 staff who supported 800+ faculty, students, and staff using 2D/3D digital fabrication tools and software, web applications, and classroom technology.
- ▶ Scoped and implemented multiple new systems with measured positive impacts on service delivery:
 - ▶ Waitlist app with notifications: utilization +20%.
 - ▶ Equipment circulation app: reduced shrinkage to 1%.

Service Delivery Specialist

LinuxTrainingAcademy.com

January 2016 – March 2017

Consultant, Designer, Developer, Site-builder

LightBendStudios.com | Delivered December 2015

MiraasCircusArts.com | Delivered October 2015

Photography/Adobe Suite tutor, Assistant Editor

Pearls by Lee Wiegel-Patten

January – October 2012

Genius Administrator, previously Mac Genius

Apple Retail, Houston, TX and London UK

January 2008 – October 2012

Technical Support Representative

Comcast

May 2007 – January 2008

Business Access (T1/T3) Technician

Earthlink (West Teleservices)

March 2006 – April 2007

EDUCATION & CERTIFICATION

Certified Scrum Master

May 2017

Acquia Drupal 7 Building and Layout Essentials

NXTTeam, 2015

UT Management Essentials Certification

University of Texas, August 2015

Apple Certified Macintosh Technician

Apple, 2008-present Tech ID: GBRFCN12

MA Photography

University of Arts London, 2011

BA Art History

University of Houston, 2010