

REBECCA DORIS

Remote, MA | [Linkedin.com/in/rebecca-doris](https://www.linkedin.com/in/rebecca-doris) | beckrecca.me

PROFESSIONAL SUMMARY

Customer service and technical support professional specialized in:

Problem Solving - Cross-team collaboration - Process Improvement - Team Leadership - Communication
Agile - CMS - Zendesk - HTML - CSS - Javascript - SQL - Snowflake - Python Pandas - Django

EXPERIENCE

SENIOR SUPPORT LEAD

2019 – Present

edX (a 2U company), Remote

Team leader in service of customers who learn on edX.org and the customer support team who works in email and live chat.

- Team expert in technical support of the platform.
- Coordinated quality assurance and knowledge sharing across a globally distributed support team.
- Developed and led trainings with all global teams to improve support on complex technical issues.
- Advocated for customers cross-functionally to drive product improvements.
- Completely reworked a Python script that sets Service Level Agreement in Zendesk through a timed Jenkins job. It's now faster, more reliable, and has added functionality to provide useful information to agents.
- Built multiple Zendesk apps in Javascript, HTML, CSS to provide agents with useful details for troubleshooting and investigating tickets.
- Spearheaded the migration of training and process documentation from Google sites into Confluence. Developed high level topics, templates and documented the process for adding new documentation to ensure consistency.
- Applied SQL skills to research and diagnose customer issues in databases
- Improved internal escalations process, reducing median time to resolution by over 60%.
- As a team contributor, helped customers directly by solving over 25,000 tickets.

RECORDS SPECIALIST

2010 – 2019

Harvard University, Cambridge, MA

- In-person, telephone, and email reception for the Academic Services Office within the Division of Continuing Education.
- Consistently multi-tasked in a dynamic, fast-paced environment with attention to detail and confidentiality.
- Communicated effectively with non-traditional students and remote students from all over the world.
- Requests for paper academic transcripts, letters of enrollment, education verification.

I-20 ASSISTANT

2010

Harvard University, Cambridge, MA

- Processed paper applications for the I-20 Certificate of Eligibility for a student visa for Harvard Summer School. Performed timely, accurate data entry, handling a high volume of submissions.

EDUCATION & CERTIFICATIONS

Master of Liberal Arts in Digital Media Design / Harvard University, Cambridge MA 2017
Dean's List Achievement Award

Graduate Professional Certificate in Web Technologies / Harvard University, Cambridge MA 2016

Bachelor of Arts in Linguistics / Boston University, Boston MA 2010
Summa cum laude, Ken Hale Award, Barbara Argote Junior Award in Linguistics

PROFESSIONAL DEVELOPMENT

In Progress: Professional Certificate in Product Management 2022-present
edX and University of Maryland - program record

- Product Management Fundamentals
- Data Science and Agile Systems Engineering
- Modern Product Leadership

In Progress: Professional Certificate in Agile Project Management 2022-present
edX and University of Maryland - program record

- Applied Scrum for Agile Project Management
- Sprint Planning for Faster Agile Team Delivery

Professional Certificate in Race, Gender and Workplace Equity 2022
edX and Catalyst - program record

- Unconscious Bias: From Awareness to Action
- Communication Skills for Dialoguing Across Difference
- Facing Racism and Emotional Tax in the Workplace
- Understanding Gender Equity

Professional Certificate in Text Analytics with Python 2021
edX and University of Canterbury - program record

- Introducing Text Analytics and Natural Language Processing with Python
- Visualizing Text Analytics and Natural Language Processing with Python

INTERESTS

Birdwatching - Needle felting - Native gardening - Hiking & Running
Scariest Halloween Costume edX 2019 - Harvard DCE Pumpkin decorating contest winner, 2016 & 2018
Harvard DCE Summer 2016 Fitbit Challenge: Most Steps