

REBECCA DORIS

Pioneer Valley, MA | [Linkedin.com/in/rebeccadoris](https://www.linkedin.com/in/rebeccadoris) | 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 - Salesforce - SQL - Snowflake - Python Pandas - React

EXPERIENCE

SOLE PROPRIETOR

Aug 2024 – present

Meadow Reveries, Belchertown, MA

Owner, web developer, social media manager, fiber artist, product manager for a small business.

SENIOR SUPPORT LEAD

2019 – Jun 2024

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.
- As a team contributor, helped customers directly by solving over 30,000 tickets.
- Coordinated quality assurance and knowledge sharing across a globally distributed support team.
- Developed and led trainings to improve support on complex configuration issues.
- Advocated for customers cross-functionally to drive product improvements.
- Improved speed and reliability of a Python script that sets Service Level Agreement in Zendesk through a timed Jenkins job.
- Built multiple Zendesk apps in Javascript, HTML, CSS to provide save agents time and clicks.
- Project lead on external and internal knowledge base review, standardization and optimization.
- Applied SQL skills to research and diagnose customer issues in databases.
- Streamlined internal escalations process, reducing median time to resolution by over 60%.
- Project lead on external and internal knowledge base review, standardization and optimization.

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.

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

- Professional Certificate in Agile Project Management 2024
edX and University System of Maryland - program record
- Applied Scrum for Agile Project Management
 - Sprint Planning for Faster Agile Team Delivery
 - Agile Innovation and Problem Solving Skills
 - Agile Leadership Principle and Practices
 - Agile Process, Project, and Program Controls
- Professional Certificate in Python Data Science 2022
edX and IBM - program record
- Python Basics for Data Science
 - Python for Data Science Project
 - Analyzing Data with Python
 - Visualizing Data with Python
 - Machine Learning with Python: A Practical Introduction
 - Data Science and Machine Learning Capstone Project
- Verified Certificate of Achievement in AWS Cloud Technical Essentials 2022
edX and AWS
- Professional Certificate in Text Analytics with Python 2021
edX and University of Canterbury - program record
- Text Analytics 1: Introduction to Natural Language Processing
 - Text Analytics 2: Visualizing Natural Language Processing

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