



LIFELONG LEARNER

REBECCA DORIS

linkedin.com/in/rebeccadoris/ 
Somerville, MA 
beckrecca.me

PROFILE

I'm a customer service and technical support professional, an independently-motivated team player, a creative problem-solver, a quick study and an informational resource for your complex organization, devoted to lifelong learning.

EDUCATION

Harvard Extension School /
Cambridge, MA
ALM Digital Media Design
2017

Boston University / Boston, MA
BA Linguistics
Minor: French
2010

SKILLS

Professional

Attention to Detail
Organization
Critical Thinking
Problem Solving
Detail Oriented
Cross-team Collaboration

Technical

Command line
SQL
Javascript
HTML5
CSS

WORK EXPERIENCE

edX, Cambridge, MA: 2019 - present

Customer support agent helping users who learn on edX.org.

Principal Learner Support Associate / August 2021 - present

- Continued to contribute to Support ticket handling
- Shared knowledge from Zendesk reports and the edX platform to proactively address customer needs
- Advocated for customers cross-functionally to drive improvements on the platform, collaborated with remote teams for quality assurance
- Built and maintained automations using Zendesk tools and API to help customers more efficiently
- Contributed to the implementation of Zendesk live Chat

Senior Learner Support Associate / 2020 - 2021

Learner Support Associate / 2019 - 2020

- Provided timely and high-quality responses to Support tickets through resolution

Harvard University, Cambridge, MA: 2010-2019

Records Specialist / 2010 - 2019

In-person, telephone, and email reception for the Academic Services Office within the Division of Continuing Education.

- 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

Temporary position for the Registrar's Office within the Division of Continuing Education.

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

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SKILLS

Technical
Google Suites
Zendesk
Zendesk Administration & API
Snowflake
Salesforce

WORK EXPERIENCE

Community Bank (now Eastern Bank), Bridgewater, MA
Seasonal Teller / 2008 - 2010

- Provided exceptional customer service, product sales
- Contacted customers with updates
- Handled large cash transactions, balanced ATM, scanned deposited checks, filed reports for compliance

VOLUNTEER WORK

Little Sisters of the Poor
Jeanne Jugan Residence
Somerville, MA
2018-2020. Event support,
cafeteria service, friendly canine
visits.

Little Brothers Friends of the Elderly
Boston, MA
2012-2013. Friendly visits, holiday meal
delivery

ACADEMIC AWARDS

Dean's List Achievement Award
Harvard Extension School
2017

Ken Hale Award
Boston University
2010

Barbara Argote Junior Award in
Linguistics
Boston University
2009

CERTIFICATIONS

Graduate Professional Certificate in Web Technologies

Harvard Extension School
Cambridge, MA
May 2016

Professional Certificate in Python Data Science

edX and IBM
May 2022

Professional Certificate in Text Analytics with Python

edX and University of Canterbury
June 2021

Verified Certificate in AWS Cloud Technical Essentials

edX and AWS
April 2022

Professional Certificate in Race, Gender and Workplace Equity

edX and CatalystX
February 2022