

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 - SQL - APIs - Snowflake - Python Pandas - React

EXPERIENCE

Meadow Reveries, Belchertown, MA

SOLE PROPRIETOR

2024 – present

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

- Self-taught React, NextJS with Typescript to build ecommerce website with Postgres SQL database, Snipcart API shopping cart integration, deployed with Vercel and Git version control.
- Successful first holiday season 2024 achieved 250% ROI.

edX (a 2U company), Remote

SENIOR SUPPORT LEAD

2021 – 2024

- Researched and diagnosed customer issues in SQL databases or Splunk prior to escalation to save developers time grooming tickets.
- Developed standards of practice documentation for troubleshooting various edX services, empowering Support to problem solve faster.
- Facilitated implementation of live chat with Zendesk web widget, training the team and drafting shortcuts, ensuring chat rating over 96%.
- Coordinated support team quality assurance, including documentation, trainings and sharing time across globally distributed remote teams to improve overall customer satisfaction rating over 90%.
- Streamlined internal escalations process in Zendesk, reducing median time to resolution from 10 days to 3.
- Optimized AI-Enhanced Zendesk Answerbot and web widget usage to increase customer self-service 25%.

LEARNER SUPPORT ASSOCIATE

2019 – 2021

- Managed automated queue maintenance, prioritization during record peak ticket volume during early pandemic. Enabled quick bulk responses to low-hanging fruit, empowering agents to resolve 100 tickets within an hour.
- Collaborated with engineering to build in-house support tools.
- Improved speed and reliability of a Python script that sets Service Level Agreement, updates customer metadata in Zendesk through a timed Jenkins job.
- Operated edX Financial Assistance application decision program to empower underprivileged learners to access higher education.

Harvard University, Cambridge, MA RECORDS SPECIALIST

2010 – 2019

- Served as the primary point of contact for the Academic Services Office, providing in-person, telephone, and email support to students, faculty, and external stakeholders.
- Processed and fulfilled over 100,000 annual requests for academic transcripts, enrollment letters, and education verifications.
- Streamlined office operations in a high-volume, fast-paced environment, ensuring 100% accuracy and confidentiality in handling sensitive student records and academic documents.
- Built strong relationships with non-traditional and remote students worldwide, fostering clear communication and addressing unique needs to support their academic success.

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

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