Alexana Wolf
Technical Support Engineer

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SKILLS

Troubleshooting

Technical Support

JavaScript php

HTML/CSS SQL

Python Ruby

VBA

Customer Service

Adobe Suite

WordPress SaaS

VMware

INTERESTS

Hiking Dog Training

Stained Glass Dance

Theatre Travel

Yoga Cooking

WORK EXPERIENCE

Technical Support Team Lead
Nuix

06/2012 – 06/2018   *San Francisco, CA*

Achievements/Tasks

- Managed 5 person technical support team.
- Provided end user support for all levels in the eDiscovery, litigation support and cybersecurity fields.
- Handled bug and feature escalations with the development team using JIRA.
- Monitored incoming issues and outgoing resolutions to preempt trends and leads.
- Administrated online documentation portal including knowledgebase article creation and approval.
- Designed and updated the customer support portal using HTML/CSS and php/mySQL
- Assisted with Nuix's quality assurance program to including testing, test writing and use case modeling.

Web Developer / Owner
Artistech

06/2006 – 06/2012   *Burlington, VT*

Achievements/Tasks

- Built and maintained database-driven websites using HTML/CSS and php/MySQL
- Built sites in WordPress, creating custom themes and plug-ins

Adjunct Instructor
Champlain College

09/2010 – 12/2011   *Burlington, VT*

Achievements/Tasks

- Taught undergrad Computer Science courses including database systems and web development.
- Developed materials for new courses.

CERTIFICATES

IBM Data Science Professional Certificate (2019)
This nine course specialization covered machine learning, data visualization and analysis using various Python libraries (Sklearn, Numpy, Pandas, and Matplotlib).

Software Product Management (2019)
A six course specialization from the University of Alberta covering software processes and agile practices.

EDUCATION

BA Computer Science
University of Chicago

09/2000 – 06/2004

Javascript After Hours
Burlington Code Academy

03/2020 – 06/2020