

I'm DeAndre Harris.

Support Engineer

I am a seasoned Technical Support Professional who builds relationships that are informative, enriching and memorable—the types of relationships that leave customers absolutely *wow'd*.

Technical Skills

- Expert understanding of version control systems, namely Git
- Familiarity with Ansible, Chef, and Terraform
- Working knowledge of MySQL, Postgres, Nginx, Apache, Puma, and Unicorn
- Strong understanding of networking standards and protocols (i.e., TCP, LDAP, DNS, SSH, SAML, etc.)
- Strong working knowledge of Ruby and the Ruby on Rails framework
- [Expert understanding of CI/CD](#) systems and methods
- Working knowledge of Docker and VirtualBox
- Preparing for the AWS Certified Solutions Architect – Associate exam
- Working knowledge of various AWS services (i.e., S3, Route 53, EC2, ECR, Lambda, EFS, RDS, etc.)

Experience

APRIL 2018 - PRESENT

GitLab, Inc., San Francisco, CA (Remote)

Support Engineer, Application Support (October 2019 - Present)

Building on my experiences as a Support Agent, my primary role is to support customers in their use of GitLab and cutting edge technologies such as Kubernetes, continuous integration and delivery, and Docker, as they encounter the sometimes challenging edge cases of DevOps.

In addition, I interact with the Product team to advocate for feature proposals, collaborate with the Development team by ensuring that steps in a bug report are reproducible and diving deep into our codebase to submit merge requests that fix customer issues, work with Technical Writers to improve our documentation, and build tooling that fosters more efficient support processes.

- [Contributed code](#) that implemented activity tracking for personal access tokens, in response to [a feature proposal](#).
- [Fixed an exception](#) that occurred when viewing repository settings while in a particular state.
- Built a Zendesk app in JavaScript that [integrates a workflow](#) to remove email suppressions and resend confirmation or password reset emails from within Zendesk.
- GitLab team members can get Gold tier for their accounts. These requests were processed manually by Support Engineering but as the team grew exponentially, that process didn't scale. I proposed that we leverage CI pipelines and available APIs to automate this process, and [implemented the automation](#).

Support Agent, GitLab.com (April 2018 - October 2019)

- Communicating complex technical topics clearly in written and spoken English with customers
- Debugging and troubleshooting a SaaS application

- Creating and updating internal documentation on support processes and customer-facing documentation on the product
- Collaborating with product managers, software developers and the wider GitLab Community to get bugs fixed and features implemented
- Managing the entire issue lifecycle, from the customer to the development team, to resolution

JANUARY 2017 - JULY 2018

SurveyGizmo, Boulder, CO (Remote)

Technical Support Team Lead (June 2017 - July 2018)

Having consistently delivered amazing support on the front-line, I quickly transitioned into a leadership role. In this capacity, I was directly responsible for the personal and professional growth of six Specialists and defeating obstacles for the team, company, and customers as a whole.

- Built rapport with Specialists and worked relentlessly to help them level up their skills through bi-weekly one-on-one conversations, regular written review of interactions, and daily banter
- Collaborated with other leadership to prioritize projects and set direction for the team as a whole; successful projects include a customized Trello board and email drip to guide new Specialists through their first week in Support and streamlining the semi-annual performance review process, both from a remote-first perspective
- Helped customers via our support channels as well as other teams internally to ensure they have the best experience possible, troubleshooting their problems and answering their questions—yep, escalations included

Technical Support Specialist (January 2017 - June 2017)

Provided immediate and amazing support for a SaaS product to 20,000+ customers worldwide. Championed customer happiness, satisfaction, and success through patience, understanding, and technical superpowers.

- Enthusiastically supported customers by phone, email, social media and other web-based tools
- Accurately identified, analyzed, and resolved technical and non-technical issues in a timely manner
- Worked in a team environment to achieve shared goals
- Promptly escalated more complex problems to appropriate internal resources
- Participated in enhancing the product from initial design through testing and delivery
- Enthusiastically provided internal support for the application
- Continuously endeavored to improve the quality of our support and service, both internally and externally
- Provided on-call customer support on a shared rotation

FEBRUARY 2016 - SEPTEMBER 2016

Customer.io, Portland, OR (Remote) - Technical Support Specialist

- Answered customer requests and questions, mostly over email. This ranged from very complex questions like “how do I set up this complicated drip campaign with Customer.io?” to processing tasks like “please import some data for my users” and everything in between

Braamfontein, Johannesburg, South Africa

www.deandre.wtf • www.linkedin.com/in/deandre

- Occasionally called existing customers to walk them through tasks and answer questions about the software
- Wrote new and updated existing documentation (both internal and external) with words, images, and screencasts
- Recorded feature requests, tracking them internally, and explained these to Product and Engineering teams directly
- Dedicatedly looked for ways to improve the software and our service