

# 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 functional knowledge of Ruby, Ruby on Rails, and JavaScript
- Expert understanding of CI/CD systems and methods
- Working knowledge of Docker and VirtualBox

### Experience

APRIL 2018 - OCTOBER 2020

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

*Support Engineer, Application Support (October 2019 - October 2020)*

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.

Also, 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, a regular written review of interactions, and daily banter
- Collaborated with other leadership to prioritize projects and set the 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 promptly
- 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 endeavoured 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
- Occasionally called existing customers to walk them through tasks and answer questions about the software
- Wrote and updated 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

APRIL 2012 - FEBRUARY 2016

**Groupon, Inc., Chicago, IL**

*Senior Onboarding Specialist (June 2013 - February 2016)*

A little of this, a little of that, but primarily coordinating and maintaining all Groupon Getaways booking deal content and doing it with style.

- Responsible for the daily onboarding of partner properties and ongoing maintenance of partner inventory and pricing
- Reduced the time to complete daily activities by streamlining workflows, introducing automated solutions and implementing data-driven best practices
- Designed and implemented a team-specific internal ticketing system, resulting in a reduction in turnaround time, decreased redundancies and making available robust reporting to better address developing trends and pain points
- Technical point of contact for internal teams – “Triage” is my middle name
- Wrote training and process documentation that not only is a tremendous resource locally but has been referenced by EMEA product team in preparation of international rollout

### *Customer Support Specialist (April 2012 - June 2013)*

Giving our customers superstar treatment with a specialization in our travel deals, Groupon Getaways.

- Provided one-to-one phone and email support to customers in a high-volume support centre
- Stayed current with knowledge of ticketing system, customer portals, back-office databases, redemption procedures, and specifics around different types of partner features
- Ranked in the department top 10 (out of approximately 280 CS specialists) for a quarter dated November 2012-January 2013
- Demonstrated meticulous attention to detail, consistently exceeding departmental expectations for productivity, quality and refund adherence, averaging 13.9 points per hour and 96.2% QA as of the May 2013 end-of-month scorecard
- Regularly took point on problem deals, escalating customer issues to risk management, account management, sales and editorial teams as necessary and worked diligently for a timely resolution, ensuring the best possible customer experience and preserving the integrity of the brand