Breia M. John
Software Engineer

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Accomplishments

Summary

Over 6 years of Technical Support, 4 years of Remote Technical Support, and 2 years of freelance web development. Proficient with high-functioning, fast-paced environments through business operations and Customer Support Services.

Technical Skills

HTML/CSS, JavaScript, Node VS Code GitHub Google Workspace Salesforce Zendesk Help Scout NetSuite Stripe NICE Jira Zapier Google Looker Studio, log rocket, data dog

Education

Herkimer County Community College   **2005 - 2007**
Herkimer, NY
AAS Computer Science

G.W. Fowler High School   **2001 - 2005**
Syracuse, NY
High School Diploma

Experience

Identity Support Specialist, Rippling
April 2024 – Current
- Identified, troubleshot, and resolved customer issues regarding multiple app functionalities
- Resolved customer login-related issues and MFA issues
- Worked with admins from different companies to help assist their employees with identity or app functionality
- Arranged Zoom calls for further assistance and additional troubleshooting

Order Fulfillment QA, Amplify
October 2022 – November 2023
- Monitor, inspect, and approve documentation on sales orders.
- Collaborate with A/R, O/M, and O/F teams to ensure everything is consistent with company policies.
- Assist managers in the review of prepared sales orders for approvals and subsequent billing and revenue.
- Sales orders and professional services projects using NetSuite, excel, Google Workspace, and more

Technical Support Specialist I, WhatConverts (SAAS)
February 2023 – August 2023

- Answer support tickets via email chat and phone.
- Directly Assisted and supported customers with multiple platform integrations
- Troubleshoot and resolved customer conversion discrepancies.
- Identified, troubleshot, and resolved customer call tracking and form-related issues by inspecting websites

Order Fulfillment Team Lead, WHOOP
November 2020 - July 2022

- Served as the subject matter expert and escalation point for the order fulfillment team.
- Resolved and tracked issues/ inquiries from sales orders and professional services projects as they arose and addressed root-cause problems.

- Provided Quality Customer Service to all escalated inquiries and complaints to ensure a positive encounter for the customer and my team.

Technical Specialist, Apple
July 2019 - May 2021

- Top Sales for AppleCare within our region consisted of 5 stores total for 2 months.
- Provided Technical Support i.e., Hardware, Software, and SAAS via Chat Support
- Perform preventive maintenance on various types of equipment by the maintenance schedules.