Rowan Vale

rowan@example.com

Experience

Support Operations Specialist

Alder Gauge Works | March 2023 to present

- Write SQL queries for a weekly backlog report that breaks down support tickets by device family, issue and age.
- Traced a pairing problem to an outdated setup instruction by reviewing 120 tickets. Rewrote the instruction and checked it on two device models with a product specialist.
- Trained eight agents to use the backlog report and wrote a guide to tracing spikes back to individual tickets.

Technical Support Associate

Briar Meter Supply | July 2020 to February 2023

- Answered setup questions, reproduced connection issues on test devices and documented the steps for engineering.
- Maintained internal troubleshooting notes for the support team.

Education

Associate of Applied Science in Electronics Technology

Hazel Crossing Technical College | 2020