

Diana P. Julaton

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Portfolio: <https://djulaton.github.io/>

CAREER SUMMARY

- 5 years experience collaborating with 1000+ cross-functional teams such as product, sales, and engineering.
 - Utilize sales feedback and ticket data analyses to optimize system performance, ranging from optimizing inefficient support workflows to repairing user-impacting product issues.
 - Dynamic, versatile, and results driven with over 10 years of customer service and technical support experience.
 - Programming Skills -- HTML5, CSS3, JavaScript, jQuery, Git
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WORK HISTORY

Vaco @ Google, Mountain View, CA

2016-Present

Tasks Ops Support Specialist

- Collaborate with partners to provide pre- and post-launch product support for 600+ issues on Google's Sales support consulting platform.
- Organize and perform user acceptance testing (UAT), updating backend to ensure the successful launches of features and fixes for system bugs
- Reactively troubleshoot and investigate issues for account managers and support teams, ranging from un-submittable forms to broken backend and lost tickets
- Analyze sales feedback and ticket submission trends across products to find and optimize inefficient sales support workflows

Cognizant @ Google, Mountain View, CA

2014-2016

Buyer Support Specialist

- Provided B2B and B2C support for the Google Trusted Stores project.
- Maintained 100% overall CSAT score.
- Responsible for handling escalations from a community of customers in a timely & efficient manner.
- Utilized multiple system tools on a daily basis to organize and respond to customer's product issues.
- Built and maintained rapport with customers and merchants through chat, email, and phone support in a call center environment.

Randstad @ Google, Mountain View, CA

2012-2014

Tier 2 Technical Support Google Play Hardware Specialist

- Awarded 'Project MVP' for outstanding performance and maintaining a 100% overall QA score.
 - Provided Tier 2 and Tier 3 technical support for multiple projects across Google Play: Apps, Chromecast, Hardware, Movies, Music, and troubled cases.
 - Promoted to Subject Matter Expert to assist hardware agents to resolve difficult customer issues and traveled to multiple Google sites to train in new startup call centers.
 - Helped customers work systematically through technical problems and informed customers understand the features and benefits of new products.
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EDUCATION & CERTIFICATIONS

UC Berkeley Extension, Berkeley, CA

2018

Full Stack Web Development Certificate