

Denise Lavergne

Engineering Support Supervisor/Manager

510.371.1601

sdlavergne@gmail.com

linkedin.com/in/denise-lavergne-41bb1b25/

Successfully recruited, trained and managed teams of up to 7 during high peak holiday season.

Successfully managed a 500 test QA migration before deadline.

Bridged the gap of communication between Technical team, Customer Service and Engineering by building new protocols and procedures.

PROFESSIONAL EXPERIENCE

Engineering Support Specialist III Lead Supervisor/Manager

Minted LLC, San Francisco, CA, 2015–Present

- Responsible for training/onboarding newly hired Specialist yearly
- Build workflows and processes that are cohesive with Customer Service to ensure issues are resolved
- Heavily involved with QA for weekly releases and the effects of the customer experience

Engineering Support Specialist I/II

Minted LLC, San Francisco, CA, 2013–2015

- Serves as a liaison between Engineering, Customer Service and Production teams
- Diagnose, report and solve all customer facing technical issues
- Triage all technical bugs, customer facing and internal
- Develop and implement technical support tactics

Social Media Online Services Strategist/Support Tech

Intuit – Demandforce Division, San Francisco, CA, 2012–2013

- Conduct one-on-one consultations with small business owners to implement effective social media strategies
- Create and lead high quality webinars focusing on small business growth topics to audiences ranging from 100-1,000
- Produce and Direct Demandforce whiteboards series, a weekly educational video series
- Lead and implemented HTML widget installation project

SKILLS

Knowledge of HTML, CSS, SQL

JIRA & Salesforce proficient

Proficient troubleshooter

Analytical and diagnostics skills

Quality Assurance

Excellent Communicator

Results driven team leader

HIGHLIGHTS

Annual promotion that lead to Manager **within 1.5 years of hire date**

Managed QA migration transition to Functionize software

Builds, Trains & Manages new team efficiently every Q4

EDUCATION

Certificate of Completion, IOS App Development, General Assembly, San Francisco, CA

Certificate of Completion, Front End Web Development, General Assembly, San Francisco, CA

Master Of Fine Arts Photography, Academy of Art University, San Francisco, CA

Bachelor of Arts, McNeese State University, Lake Charles, LA

Associates Degree, Sowela Technical Community College, Lake Charles, LA

Curriculum Of Living, Landmark Worldwide

Self-Expression and Leadership Program, Landmark Worldwide