

Jonell Alvi

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Passionate, positive, creative team player; equally adept at working through difficult technical issues and overcoming the challenges of collaborating and mentoring with teammates and customers.

Special Skills:

Leadership: Committed to developing strong team and cross-team dynamics through mentoring.

Communication: Award winning technical writer; experienced content developer; docs & tutorial author.

Independence: Entrepreneurial background informs time management habits.

Experience: 4+ years of direct customer-facing technical support at startup and enterprise companies.

Select Accomplishments:

Authored an in-house training website, mitigating the need for an extra employee, saving \$30,000 a year.

Interviewed more than 30 business owners to validate and inform software product development.

Co-authored 500+ page workbook that won Society for Technical Communication Award of Excellence.

Co-created Urban Airship's "Bronze" support tier via customer Knowledge Base and Community Forums.

Core Skills:

Languages:

Python
JavaScript
HTML/CSS

Operating Systems:

Linux Ubuntu
Mac OS X iOS
Windows Android

Technologies:

MVC AJAX
JSON AWS
GIT

Frameworks:

Django
jQuery
Bootstrap

Relevant Experience:

URBAN AIRSHIP | Portland, OR | Apr 2015 – Aug 2016

The leading global provider of mobile push notifications on Android & iOS. www.urbanairship.com

Technical Support Engineer / Content Specialist | Apr 2016 – Aug 2016

In addition to the responsibilities of Technical Support Engineer:

- Managed customer-facing knowledge base and forum with over 200 articles & 100+ discussions.
- Developed SOPs and Style Guide to manage content contributions from across the company.
- Tools: Xcode, Android Studio, Jira, Confluence, Zendesk, Sendgrid, Slack, Zoom, GoToMeeting.

Technical Support Engineer | Apr 2015 – May 2016

- Used internal tools to solve on average 23 technical customer issues per week; created escalation tickets and communicated with Engineering and Product teams to solve issues.
- Wrote and edited over 100 customer facing knowledge base articles.
- Developed and refined internal procedures for content creation, on-call, and escalation policies.
- 24/7 on-call rotation: responding to incidents with tests against the system, answering related customer tickets, and updating the status page with timely information for impacted customers.

PDX CODE GUILD | Portland, OR | 2014 – 2015

The only accredited computer training code school in Oregon. www.pdxcodeguild.com

Web Developer and Student

- **The Time Engine:** Full stack single page web app built using Django and Python.
- Tools: jQuery / AJAX / JSON / JavaScript, Bootstrap, HTML, CSS, jQuery Full Calendar
- **Count Down Timer:** Project to learn JavaScript; counts down from a given time. Developed based on user requirements using JavaScript, HTML, and CSS.

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Relevant Experience, Continued

QUARKSPRING | Portland, OR | 2012 – 2014

Software consulting company. First product is Coaches Flow. www.quarkspring.com

Co-founder

- **Coaches Flow SaaS:** Conducted over 30 in-person and online customer interviews to validate and inform development of software product. www.coachesflow.com
- **Coaches Flow Tutorial:** Developed content and website for tutorial with 14 chapters.
Tools: Foundation front-end; HTML/CSS; Photoshop; Txt2tags; TortoiseHG; Screencast-O-Matic.

HOMESCHOOL CATALYST | Highland, CA | 2009-2012

Original software that pivoted to become Coaches Flow. <http://www.slideshare.net/JonellAlvi/hscbusinessplanfinal>

Co-founder

- **Homeschool Catalyst Business Plan:** Researched and written as part of an Entrepreneur training course and chosen by a panel of judges as the winner out of 70 participants.

SELF-EMPLOYED | Highland, CA | 2008 – 2012

Web Design Consultant

- Site design and customization in WordPress; website refactoring; working with clients.

PAMPERED CHEF | Idyllwild, CA | 2007 – 2008

A leading provider of kitchen products, sold through in-home cooking shows delivered by consultants.

Independent Consultant

- Arranged and conducted in-home cooking shows to sell kitchen products.
- Marketing, sales, and event planning; performing and speaking to an audience.

RIVER SPRINGS CHARTER SCHOOL | Idyllwild, CA | 2006 – 2009

Educator and Blogger

- Developed curriculum plans. Excel; time management; teaching; patience; research.

ESRI | Redlands, CA | 1998 – 2001

Leading global supplier of geographic information system (GIS) mapping software and geodatabase management apps.

Education Specialist | Technical Writer | Content Developer | Editor | 1998 – 2001

- Co-authored 500 page award-winning software workbook & CD-ROM.
- Adapted content from 4 instructor-led classes to 4 online courses for first version virtual campus.

Senior Technical Support Software Analyst | 1997 – 1998

- Proposed, developed, and created an in-house tutorial web site.
- Resolved escalations; worked with specific customers; trained technical support analysts.

Technical Support Software Analyst | 1995-1997

- Managed calls; researched and solved problems; submitted bugs; docs; trained colleagues.
- Area of expertise: AML (Arc Macro Language) – enterprise GIS programming language.

Awards

Up & Away Award for co-creating new support tier for free customers, Urban Airship

First Place Winner Citibank sponsored Business Plan Competition, IEWBC

Award of Excellence *Extending Arcview GIS*, Southern California Society for Technical Communication

Education

Certificate: Full-Stack Web App Development, PDX Code Guild, Portland, OR

Post-Graduate Certificate: GIS, College of Geographic Sciences, Lawrencetown, N.S.

Bachelor of Arts (Honours): Philosophy and Geography, Queen's University, Kingston, ON