NOEMI BENITEZ

Technology Professional

PERSONAL PROFILE

Experienced Technology Professional with a demonstrated history of working in the computer software industry. Skilled in JavaScript, HTML, CSS, Ruby on Rails, and C++ . Strong information technology professional with a Bachelor of Science (B.S.) focused in Computer Science from DePauw University.

WORK EXPERIENCE

Associate Implementation Consultant

BOX
MAY 2019 TO JUNE 2020, SAN FRANCISCO

– Support Box implementations leveraging strong project management skills, scientific expertise, and product knowledge. Own workstreams within large implementations, and lead smaller projects end to end.
– Work as part of an implementation team, owning project activities and deliverables for multiple concurrent implementations.
– Understand and document customers' use cases to determine how Box can best meet their key business needs.
– Act as a trusted advisor for customers, guiding them through the implementation ensuring they leverage and apply Box Best Practices.

Technical Customer Success Manager

NOVOED
OCTOBER 2018 TO MAY 2019, SAN FRANCISCO

– Spearheaded SSO, LMS, and AICC implementations for all NovoEd customers.
– Worked closely with the Product and Engineering teams to help with feature releases, bug, and issue escalations.
– Wrote external facing customer documentation.
– Established and maintained trust of clients.
– Managed the NovoEd ZenDesk support queue and reply to customer issues in a timely manner.

Technical Support Engineer

MIXPANEL
APRIL 2017 – AUGUST 2018, SAN FRANCISCO

– Worked with Engineering and Product to advocate for customer needs.
– Managed customer issues with a focus on helping them expand their technical skills and understanding of Mixpanel.
– Took part in the Q/A process of new product releases.

AREAS OF EXPERTISE

Programming Languages: JavaScript, HTML, CSS, Ruby on Rails, SQL, C++, Java
Operating Systems: Windows, Linux, and OS X
Programs: Balsamiq, Salesforce, Zendesk, Asana, Jira, Confluence, Mixpanel, Product Board, Trello
Bilingual: English and Spanish

ACADEMIC BACKGROUND

DePauw University

BACHELOR OF SCIENCE (B.S) IN COMPUTER SCIENCE, 2016

– Minored in Spanish
– Helped the members of the Putnam County community gain access to technology and technology education.
– 2015 STARS "Outstanding Core Student" award. I was the winner selected from a pool of 2,000 students across 50 universities
– President of the ACM-W organization chapter.

GET IN TOUCH WITH ME

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MY REFERENCES

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