

Joshua M. Peterson

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PROFESSIONAL EXPERIENCE

CX Support Specialist - Gozney, Bournemouth, Dorset

2023 - 2024

- Handled inbound support requests via email, phone, and chat.
- Personally worked with physical products to become familiar and more useful to customers we were supporting.
- Contributed to record KPI for custom satisfaction, response time, and total requests handled.
- Attended the highest number of individual phone calls on support team during first quarter with company.

Lead / Machine Operator - Tyson Foods, Eagle Mtn, UT

2022 - 2023

- Selected during orientation to run Bizerba Label machine on packaging side of plant floor.
- Participated in both 'Buddy Up' and 'Lock Out-Tag Out' certification.
- Contributed to regularly finishing line schedule early and assisting other lines in packaging.
- Promoted to Interim Lead where I ran any machine on the floor at any time as needed, as well as signed off on all floor paperwork reporting directly to supervisors.
- Regularly helped other operators fix and maintain machines to ensure sign offs were met.

Technical Support Engineer - Loom, San Francisco, CA

2021 - 2022

- Regularly worked with live production PostgreSQL database
- Handled escalated support requests and became the sole owner of the internal channel for support-related database changes.
- Utilized various tools such as AWS S3 & CloudFront, Datadog, Sentry, Jira, and Linear in every-day support tasks.
- Developed and maintained 'ffloom', an FFmpeg script for automating repetitive command-line tasks.
- Created and verified knowledge base content, including 'Guru' cards, articles, and Loom videos.
- Conducted onboarding courses, created informational videos, and directly trained new employees.
- Collaborated with developers to discuss bugs, new features, and internal workings.
- Troubleshoot customer issues using logs, network captures, and stack traces.
- Provided technical assistance via Slack and contributed to company-wide technical education.

Customer Support Specialist - Loom, San Francisco, CA

2020 - 2021

- Achieved record-breaking monthly customer satisfaction percentage (98% positive).
- Received endorsements for exceptional customer service and collaboration skills.
- Wrote customer-facing tutorials and guides, enhancing site functionality understanding.
- Produced internal team videos for support tool training.
- Improved documentation and played an active role in revamping it.
- Collaborated with Technical Support Engineers to communicate with customers and replicate complex issues.

Customer Support Specialist - TaxBit, Lehi, UT

2019 - 2020

- Responded to all inbound requests for a time as the sole support member. Later managed chat and email inquiries in a team of 3 with 60 hours a week shifts.
- Received personal endorsements for friendly, accurate, and speedy assistance.
- Developed automated API tests and performed UI and API regression testing.
- Replicated bugs, compiled replication steps, and validated fixes through JIRA.
- Prioritized customer satisfaction and built long-lasting customer relationships.

Customer Support Specialist - BlockOps, LLC, Lehi, UT

2018 - 2019

- Resolved customer issues for third party international cryptocurrency network.
- Efficiently cleared a 2-month backlog of support tickets.
- Collaborated with managers to implement better support practices and tools.
- Assisted other support agents and provided detailed bug descriptions and summarized user feedback to the management and development teams.

Quality Assurance Lead - ClientSuccess, Lehi, UT

2017 - 2018

- Developed automated UI tests using Selenium and Postman as well as created API documentation using Swagger.
- Replicated bugs, compiled replication steps, and conducted regression testing.
- Assisted team members in customer calls and collaborated with support to resolve issues.

API Script Developer Internship - Fincity, Lehi, UT

2016 - 2017

- Developed site-specific scripts for accessing financial institutions' data.
- Integrated scripts with multiple financial institutions.
- Tracked progress and recorded fixes in Pivotal.
- Maintained organized records of tested accounts and relevant information.

Quality Assurance Technician - eFileCabinet, Lehi, UT

2013 - 2016

- Managed databases and information using SQL.
- Tracked and recorded software bugs using JIRA.
- Conducted manual regression tests and assisted with customer data migration.

EDUCATION

Brigham Young University – Hawaii, Lā'ie, HI

2015-2017 Pre-Computer Science – 12 Credits

Relevant Courses: CIS101 Intro to Programming, CIS202 Object Oriented Programming, IT280 Networking, IT240 Web Design