Rebecca Rodriguez

rebeccakrod@gmail.com ❖ Greater Los Angeles Area

WORK EXPERIENCE

Inveterate Inc. — Aug. 2024 - Present | Remote
Support Specialist

- Influenced product teams by providing feedback to drive product improvements, based on customer insights and experience.
- Develop, update, and maintain onboarding and help documentation to ensure accuracy and efficiency.
- Create and manage support tickets and feature requests using ClickUp to track and prioritize customer needs.
- Use HubSpot to track Shopify merchant interactions, update profiles, and collaborate with internal teams.
- Identified and eliminated repeat complaints to reduce escalation rates and enhance customer experience.

Venntov — Apr. 2020 – Jan. 2024 | Remote
Solutions Architect

- Spearheaded strategic collaboration with the development team to enhance the performance of Shopify applications, resulting in a 20% increase in overall application speed and responsiveness.
- Devised tailor-made solutions to seamlessly integrate apps with merchant eCommerce stores, ensuring optimized functionality.
- Collaborated closely with development engineers to conceptualize and implement innovative app features, ensuring continuous improvement and alignment with user needs.

Customer Success Manager — Dec. 2018 – Mar. 2020 | Redlands, CA

- Delivered exemplary support and assistance to over 5,000 Shopify merchants, addressing inquiries promptly and conducting real-time support chats to resolve queries effectively.
- Managed daily onboarding and ongoing support emails via support ticketing platform Help Scout, offering valuable assistance and guidance to foster strong client relationships.
- Orchestrated the successful onboarding of prominent national and global brands, ensuring seamless integration and optimized functionality.

Target — Oct. 2016 – Nov. 2018 | Redlands, CA
Human Resources

- Managed scheduling for 150+ employees, ensuring efficient staffing and timely task completion.
- Led full-cycle recruitment processes, from sourcing to interviews, evaluations, and offer negotiations.
- Oversaw personnel records and documentation, ensuring accuracy and compliance with legal requirements.

EDUCATION

California State University, San Bernardino — Dec. 2022
BA, Computer Systems General Interdisciplinary — *San Bernardino, CA*

- Achieved Dean's List honors in recognition of academic excellence
- Member of the Women in Computer Science club

SKILLS & INTERESTS

- **Skills: HTML, CSS, Liquid, JavaScript, SQL, Python,** E-commerce, SEO practices, computer proficiency, excellent problem solving skills, research proficiency, proficient in typing, attention to detail
- **Interests:** Board games, bouldering, Dungeons and Dragons, anime, hiking, video games, travel, concerts