

# Rebecca Rodriguez

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## WORK EXPERIENCE

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### Inveterate Inc.

Aug. 2024 - Present | Remote

#### *Support Engineer*

- Troubleshoot technical issues related to eCommerce platforms, providing effective solutions to enhance system performance and user experience.
- Develop, update, and maintain onboarding and help documentation to ensure accuracy and efficiency, reducing support ticket volume by 25%.
- Perform quality assurance testing on new features prior to release, identifying bugs and usability issues to ensure a seamless user experience and minimize post-launch support requests.
- Collaborate with internal teams and Shopify merchants to resolve complex issues, leveraging HubSpot to track interactions and update customer profiles.
- Utilize ClickUp to create and manage support tickets, prioritizing feature requests and tracking progress to meet SLAs.
- Identify and eliminate repeat complaints by analyzing trends, reducing escalation rates by 20%.

### 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.
- 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

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### 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

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- **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