

# ASHLYN LANAVILLE

Customer Support Engineer

(206) 833.7852 · [ashlyn@downing.us](mailto:ashlyn@downing.us) · Seattle, WA · [ashlyn-lanaville-portfolio.netlify.app/](https://ashlyn-lanaville-portfolio.netlify.app/) ·

[www.linkedin.com/in/ashlynlanaville/](https://www.linkedin.com/in/ashlynlanaville/) · [github.com/ashlyn100](https://github.com/ashlyn100)

I am an experienced **Customer Support Engineer** with a strong technical background. I efficiently troubleshoot complex technical issues while prioritizing customer satisfaction. I work across multiple teams to collaborate and quickly resolve customer issues and advocate for their needs to investigate and resolve complex technical problems.

## SKILLS

**Languages** - JavaScript, HTML, CSS, Java | **Libraries and Frameworks** - Selenium, Appium, Cucumber, Cypress, Node.js, Express.js, JQuery, React.js, EJS, Bcrypt, Django | **Support Tools** - Jira, Zendesk, Looker, SumoLogic | **Database** - MongoDB, Mongoose ODM | **Other** - IntelliJ, VSCode, Git/GitHub, CLI, RESTful Routing JSON, Heroku, APIs, JSON, Responsive Web Design

## PROFESSIONAL EXPERIENCE

**Sauce Labs**, Customer Support Engineer | Remote

**August 2022 - May 2023**

- Debugged enterprise and self-service customer test cases utilizing Selenium, Appium, CI/CD software (e.g., Jenkins), and various test automation frameworks (e.g., JUnit, TestNG, Cucumber, Cypress)
- Successfully resolved over 500 tickets with a 100% customer satisfaction rating via Zendesk by providing timely and accurate support
- Provided billing support for self-service customers, addressing subscription and payment issues, including fraud prevention/detection
- Worked closely with customers to replicate and diagnose problems and used tools such as Looker and SumoLogic.

**Wilderness Awareness School**, Instructor | Seattle, WA

**June 2021 - August 2021**

- Led over 100 kids in various age groups from 6 to 12 years old through parks in Western Washington each week over 3 months.
- Devised a weekly curriculum focused on environmental protection, plant identification, and animal tracking that tailored to each group.
- Dedicated each day to strategizing a way to engage each student and fit the curriculum to each of their needs.

**Coastal Plains Institute**, Intern | Tallahassee, FL

**August 2020 - April 2021**

- Collected and analyzed data conducted on various field reports on ephemeral wetlands to restore and create a self-sustaining endangered species population in the Apalachicola National Forest.
- Implemented strategies to build a more involved volunteer community through optimizing the emails and social media.

## SOFTWARE DEVELOPMENT PROJECTS

**February 2022 - August 2022**

**Trip Planner** - Mern Stack (MongoDB, Express.js, Node.js, React)

- Developed an application that serves as a tool for users to plan every detail of a trip, and share that trip with others.
- Delivered full-stack CRUD capabilities using React.js on the front end and Express.js and MongoDB on the back end.
- Incorporated user login authentication using Express Sessions and Bcrypt to hash password info.

**Veganlicious** - Django, Postgresql, React.js

- Produced an application where users can add and share their favorite plant-based recipes and can edit others to make them better.
- Implemented a full-stack CRUD app using Django on the back end, and React on the front end.
- Integrated Postgresql to connect all data to the user interface.

**Human Resources** - Full-Stack (Express.js, Mongoose, MongoDB, Node.js), Javascript, CSS

- Collaborated with a team to implement RESTful routes and create a full CRUD application to build a space for human resource teams to organize information on each employee.
- Produced a server-rendered app that uses Express.js, MongoDB, and EJS to enable easy manipulation of data.

## EDUCATION

**GENERAL ASSEMBLY | REMOTE**

*Software Engineering Immersive*

**February 2022 - May 2022**

Full-stack software engineering immersive student in an intensive, twelve-week, 450+ hour program focused on product development fundamentals, object-oriented programming, MVC frameworks, data modeling, and team collaboration strategies. Developed a portfolio of individual and group projects.

**FLORIDA STATE UNIVERSITY | TALLAHASSEE, FL**

*Bachelor of Science in Environmental Science*

**August 2018 - August 2021**