**VICTORIA ANNE MALONE
Customer Success Advocate | Technical Support Specialist**Email: torri13@gmail.com | Phone: (385) 766-8276

### **Summary of Qualifications**

Dedicated and customer-focused professional with a strong background in customer success, technical support, and data management. Proven ability to deliver high-quality service in fast-paced environments by addressing customer needs, troubleshooting technical issues, and improving processes. Experienced in collaborating with cross-functional teams, including engineering and product development, to ensure customer satisfaction, committed to driving positive results and exceeding customer expectations through personalized solutions and strategic improvements.

### **Skills**

* **Customer Support:** Expertise in resolving technical issues, communicating with customers via phone, chat, and email, and ensuring customer satisfaction.
* **Technical Proficiency:** Skilled in Google Suite, Microsoft Office, data analysis, and management. Experience with troubleshooting software, creating code scripts, and managing backend processes.
* **Team Collaboration:** Strong ability to collaborate with sales, engineering, and product teams to implement solutions and enhance customer success.
* **Process Improvement:** Identified and implemented improvements to technical support processes and customer experience workflows.
* **Adaptability & Quick Learner:** Able to quickly adapt to new systems, tools, and processes in dynamic environments.
* **Multilingual:** Ability to communicate effectively with diverse teams and clients.

### **Professional Experience**

**Cortex Health** – Draper, UT
**Customer Success & Data Import Specialist***2019 – 2022*

* Provided **technical support** and assistance to clients and internal teams, resolving complex data and technical issues.
* Created and resolved support tickets for clients and remote employees, ensuring issues were addressed quickly and efficiently.
* Collaborated with the **development team**, customer success teams, and department heads to ensure successful project outcomes and a positive customer experience.
* Managed **data importation** and analysis, importing large volumes of client data daily and troubleshooting issues that arose during the process.
* Developed and customized **code scripts** for seamless data imports tailored to client-specific requirements and platforms.
* Monitored and resolved **frontend** and **backend** data issues, working closely with clients to resolve any discrepancies.
* Assisted new clients with **data integration**, ensuring smooth and efficient onboarding and system setup.

**Cortex Health** – Draper, UT
**Software Engineer I***2022 – 2023*

* Provided **technical assistance** to clients and internal employees, creating and resolving tickets for data and platform-related issues.
* Modified and improved existing **code scripts** for data importation, addressing updated formats, server changes, and policy updates.
* Collaborated with clients and their technical teams to ensure smooth and successful system integration, tailored to their needs.
* Handled **data implementation, analysis, and backend maintenance**, ensuring continuous system performance and data integrity.
* Managed secure connections with **Health Information Exchanges (HIEs)**, overseeing data flow between hospitals, states, and counties to ensure accurate and timely information exchange.
* Escalated and resolved data flow discrepancies, ensuring quick resolution to minimize disruption.
* Communicated regularly with cross-functional teams, including development, engineering, and customer success, to address enhancements, fixes, and updates.

### **The Cleaning Supplier – Draper, UT**

*2016 – 2019* (Voluntary Role)

* Updated and maintained the store's operating system and software, addressing technical issues and preventing downtime.
* Developed a **searchable database** for vacuum parts, significantly reducing time spent on manual searches and improving customer satisfaction.
* Managed employee accounts and maintained the company's website, improving both internal processes and external customer experience.

### **Education**

**Salt Lake Community College** – Salt Lake City, UT
**Associate of Science in Computer Science & Information Systems***Graduated 2018*

* Certificate of Proficiency: Computer Science Fundamentals
* Certificate of Proficiency: Information Assurance & Cyber Defense
* TestOut Certifications: Network Pro, Server Pro (Installation and Storage), Business Computer Proficiency

**International College of Art & Design** – Kuala Lumpur, Malaysia
**Associate of Science in Design – Interactive Multimedia Design**

### **Certifications**

* **TestOut Network Pro**
* **TestOut Server Pro: Installation & Storage Management**
* **Certificate of Proficiency:** Information Assurance & Cyber Defense

### **Volunteer Experience**

* **Orientation Diplomat** – Salt Lake Community College (International Student Affairs)
Assisted new international students during their transition, providing support during orientation events.
* **Volunteer Work** – SPCA / PAWS Malaysia
Led adoption drives and organized educational events to raise awareness for animal welfare.

**References**: Available upon request