

## TIANA MCKEE



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North Las Vegas, NV

### Skills

- Excellent Communication
- Technical Proficiency
- Software Support
- Client Relationships
- Analytical Abilities
- Time Management
- Self-Motivated
- High Adaptability
- Loyalty and Reliability
- Unbridled Dedication
- Quick Learner

### Education

#### **Computing & Information Technology**

College of Southern Nevada  
2012

### Certifications

**CompTIA Network + CE**  
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### Summary

A dedicated and self-motivated analyst with over 10 years technical support and service experience, looking for opportunities with a fast-paced, innovative technology company.

I have a proven record with multi-million-dollar account management, incident management, and software support, and a reputation of piloting new projects, defining essential roles to best service business need, and establishing and improving processes.

Loyal to a fault, I'm looking for a fulfilling position within an organization that is dedicated to long-term sustainability and growth opportunities.

### Experience

#### *Game Ambassador SME • MachineZone • January 2017 – Current*

- Monitor and manage ticket count & incidents for over 5 unique, simultaneous products, with millions of subscribers.
- Creating and maintaining Knowledge Database, training agents, supervisors, and support staff by creating data flow diagrams for product functions, troubleshooting, and analysis of data and statistics for reporting.
- Maintaining deployments in localized testing and training environments.
- Investigating, documenting, and providing resolutions to bugs in live Game Data.
- Incident response management communicating directly with stakeholders including Engineering, Design, Operations, Sales, and Marketing teams.

#### *Software Tester • Zero Chaos • October 2015 – May 2016*

- Evaluated & categorized data sets according to specified criteria for a leading search engine company.
- Tested experimental functions of new features, software & updates to existing services prior to live roll-out.
- Assessed generated content, analyzing weighted vector inputs to improve function approximation algorithms in query relevance output program.

#### *Data Annotator • Appen Butler Hill • November 2011 – April 2015*

- Annotated data with directed code to ensure product met client guidelines.
- Evaluated marketing response for highest return on advertising investment.
- Handled heuristic analysis in computational linguistics project to improve machine learning performance.

#### *Help Desk • Centurylink • July 2010 – October 2010*

- Provided customer service & support through phone, chat, e-mail, forum moderation, social media, and review platforms.
- Configured home and small business network setups remotely through support, including direct access troubleshooting.

#### *Prestige Technical Support • Sprint • July 2007 – May 2010*

- Resolved complex back end voice & data issues for small business.
- Provided network support on CDMA, iDEN & WiMAX platforms involving hardware, software, network issues.
- Processed trouble tickets submitted by other departments and end-users.
- Created and launched training and handling procedures with process flow diagrams and procedural guidelines for knowledgebase information and maintenance.