

Nellie D. Rosenfield

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Atlanta, GA

DATA & AI ENTHUSIAST WITH A PASSION FOR PROBLEM SOLVING

A data lover with a passion for artificial intelligence and a bachelor's degree in software development, who consistently applies technical and analytical skills to solve complex problems and deliver insights to various stakeholders. Articulate, self-directed, and personable, with excellent communication and organizational abilities and a great drive to continuously pursue, improve, and contribute to exceptional client and team success.

KEY COMPETENCIES

Technical Support	Zendesk Ticketing Management	Employee Training
Database Management	SQL & T-SQL Querying	Creative Thinking skills
Troubleshooting & Debugging	Python Programming	System Thinking Skills

PROFESSIONAL EXPERIENCE

Sabbatical

May 2023 - Aug 2023

Health & Well-Being

Re-elevated and re-worked professional and personal work-life balance strategies. Invested in improving current skill set with further educational courses and certificates. Obtained essential skills such as Time Management, Python Programming, Shell Scripting and more to keep myself marketable. Revamped professional site to include all earned certificates and badges.

Global-e

Oct 2020 - May 2023

Senior Technical Support Engineer

Worked closely with the engineering team to help develop new software by relaying real client issues as seen on the production side. Utilized technologies such as MS SQL Server for debugging and troubleshooting. Applied data analysis techniques to identify underlying causes of recurring technical issues.

ServiceTitan

Nov 2019 - Oct 2020

Technical Support Representative

As a ServiceTitan product expert, primarily handled high-complexity projects and service requests that flowed through Salesforce, phone, and chatbot channels.

EDUCATION & CERTIFICATIONS

Bachelor of Sciences

Major: Software Development
Georgia Gwinnett College

Databases and SQL with Python

IBM via Coursea

AI Applications with Python & Flask

IBM via Coursea

EXTRACURRICULAR ACTIVITIES

Seamstress & Avid Crafter

Personal

Active Member

Women in Analytics