

## Contact

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## Top Skills

Windows 7

Kubuntu Linux

Mac OS X

## Certifications

Customer Service: Handling Abusive Customers

Customer Service: Managing Customer Expectations

Time Management: Working from Home

Digital Body Language

Empathy for Customer Service Professionals

# Carlie Williams

Customer Support Engineer at Matterport  
San Francisco Bay Area

## Experience

### Matterport

Customer Support Engineer  
November 2019 - August 2022 (2 years 10 months)  
United States

### Accenture Flex

Product Support  
April 2018 - November 2019 (1 year 8 months)  
Menlo Park, CA

### CDNetworks

Customer Support Engineer  
March 2014 - May 2017 (3 years 3 months)  
Campbell, CA

Worked on phone and email support for cases involving customers with Content Delivery Network changes and issues. I was responsible for coming up with solutions to issues when a customer used CDNetworks wide amount of services from domains needing configuration changes to SSL changes to even Cloud DNS changes.

### infinitech

External Helpdesk  
March 2012 - March 2014 (2 years 1 month)

Most of my work involves remote desktop into client's Windows PCs that need troubleshooting and either fixing issues or installing software. Software includes VPN clients. I also manage Exchange servers and Active Directory accounts. I also write the tech blogs listed as "Carlie" for Infinitech's blog site, located at <http://www.infinitechusa.net/blog/>

### Cryptic Studios

Quality Assurance Tester  
2010 - 2011 (1 year)  
Los Gatos, CA

Worked for 6 months as QA on Dungeons & Dragons: Daggerdale on XBLA, PSN and PC versions reporting bugs, playtesting balance and doing regression on new builds. Worked for 6 months on Star Trek Online verifying user submitted bugs, regression on new incremental builds, playtesting and verifying that Tribble Test Server and Holodeck (The main shard) all come up without issues.

#### 8x8, Inc.

##### Tier 2 Technical Support

March 2009 - March 2010 (1 year 1 month)

Sunnyvale, CA

Assisting tier 1 support with technical issues related to 8x8's Virtual Office services. This included monitoring a ticket queue, uploading audio attachments to customer's IPBXes, escalating issues that needed to be escalated to Operations and NOC. I was also support for 8x8's Medics, Technical Account Managers, Technical Installation Leads and Cancellations/escalations department.

#### SlashSupport

##### Global Helpdesk/Tech Stop Now representative

November 2007 - March 2009 (1 year 5 months)

Mountain View, CA

Internal helpdesk position as a vendor at Google. Assisting users via email, ticket system, phone and chat to resolve their issues from software installation requests to fixing NFS issues with Linux workstations. For the majority of my time I have also worked weekends and every holiday, as well as one of the individuals counted on to report and follow up on major issues and outages. Any issues I could not resolve myself I would either escalate to teams that could or work with other teams that could resolve the issue.

#### Electronic Arts

##### Technical Support

April 2003 - September 2003 (6 months)

Redwood Shores, CA

Also worked the following time frame: 3/2004 – 8/2004.

Six month contract position as a full time employee, with six months off. Supported every EA title that was already out and just came out by phone and email. Entered user information in to a database for record keeping of issues and resolutions. Have also added Knowledge Base articles and

created resolutions for issues. I was also voluntarily involved in the Customer Quality Control (CQC) department for titles ready to go out on shelves. Titles I was involved in were Madden 2004, Harry Potter & the Prisoner of Azkaban, Disney Party, Aliens VS Predator. It was my job to find issues customers would call in about by playing through the game, as well as find any last minute bugs that testers missed.

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## Education

Full Sail University

Game Design & Development · (2002 - 2002)