

Alice Horton

BSc (Hons) Digital Interaction Design

Contact Information

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Community Support VRChat

Hi,

I am a twenty-eight-year-old Technical Support Analyst living in Dundee, Scotland, responding to your advertisement for Community Support displayed on your website.

I would love to interview for this position. VRChat is the leading social VR application and a software that has had a huge effect on my life. Virtual reality is the most exciting technology I've come across in my lifetime so far. There is great potential in the future of virtual reality and being a part of it would be a dream come true.

My history in game development goes back to making source engine mods when I was fourteen. This interest has always been at a hobby level but the computing knowledge that this provided me has made me very proficient in a variety of digital areas. I picked up the Oculus Rift DK2 and enjoyed working with the SDK and Unity which has led me to where I am now, having my mind blown over and over again by Virtual Reality (It never gets old).

I've been working for N-able (formerly SolarWinds) as a Technical Support Representative for two years (fully remote for a year and a half). I was hired at an intermediate level and then promoted to Analyst due to my technical capabilities. In this role I've provided support for multiple products: N-Central (network monitoring and management software running on CentOS 7), Report Manager (SQL server frontend), Sentinel One Endpoint Detection and Response (SME), and Take Control (remote control software). We worked to a quarterly patch cycle so I'm familiar with keeping up with end-users' feedback and bug reports.

I've proven myself to be able to get a handle on proprietary software products quickly, provide excellent customer support to our partners at N-able, and further develop my troubleshooting skillset. I'd like to share my favourite piece of feedback I've received so far:

I indeed had a call with Alice yesterday. She provided a total different level of support than the people before her. She double checked everything, found some problems and solved these.

Normally with support you just get an quick reaction without someone even takes a look at your problem or even reads the support ticket. It felt like she was really making the problem we where having her own, and tried to get it solved. You should hire more people like her!

I would welcome the opportunity to meet with you to talk about your needs for the role. I am available for interviewing at any time and can begin work within two weeks' notice. I wish you the best of luck in your recruiting process going forward.

Thank you,

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Soft Skills

- ▶ Problem Solving
- ▶ Communication
- ▶ Empathy
- ▶ Patience
- ▶ Presentation
- ▶ Organisation
- ▶ Logistics
- ▶ People Management
- ▶ Discretion
- ▶ Design Thinking
- ▶ Attention to Detail
- ▶ Advocacy

Technical Skills

- ▶ SaaS Customer Support
- ▶ Remote Troubleshooting
- ▶ Log Analysis
- ▶ Terminal Navigation
- ▶ Information Hierarchy
- ▶ Windows Workstation/Server
- ▶ Virtual Machines
- ▶ IT Fluency
- ▶ File Handling
- ▶ Research
- ▶ Analytics
- ▶ Reporting
- ▶ Testing
- ▶ SQL Server Tools
- ▶ JIRA/Confluence/Salesforce
- ▶ Inventory Management
- ▶ Powershell
- ▶ Sales
- ▶ Event Coordination
- ▶ Working Remotely

Curriculum Vitae

I am a confident and well-mannered self-starter based in Dundee. I am a fantastic communicator, becoming well known with the customers I support day to day. I manage a high workload and I am required to provide on-demand technical knowledge. I learned new skills independently and unsupervised in a challenging software suite with many moving parts in a remote environment. This has taught me to collaborate effectively as I'll never know 100% of everything. In my current employment I have awareness of my team's needs and I've built personal responsibility for my actions.

Employment

2021 **Technical Support Analyst**

- *N-able (Solarwinds)*

2019

- Performed deep technical troubleshooting for a SaaS product for MSPs, N-Central, in a fast-paced environment

2013 **Estate Assistant**

- *Usan Estate Farm*

2010

- Ensured smooth running of the estate working in a team of six
- Maintained relationships with stakeholders and customers

Education

2018 **BSc (Hons) Digital Interaction Design**

- *University of Dundee*

2014

- Designed/Managed a product from concept to market in one year
- Managed a year-group of 49 students to create a public degree show

Achievements

2018 **Top Ten - Sports Innovation Challenge**

Designer of the Apex Motorsport Safety Device

- Scottish competition for £15,000 + 1 year of business incubation
- Presented to four executives, including CEO of PureGym and Senior Designer at Adidas

2017 **Top Five - Converge Challenge (Social Enterprise)**

Founder of the Open Ears Social Enterprise

- Collaboration with Dundee University, Tayside Deaf Hub + NHS
- Largest Scottish Entrepreneurship Competition
- Founded and ran a Social Enterprise with four others for one year

2017 **Dundee University Dundee Plus Award**

Academic Entrepreneurship Achievement

- Recognised for business management achievements in study