

Rubi Leandro da Silva

Technical Support

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ABOUT ME

Customer-oriented and self-driven Technical Support Specialist looking to transition into a more hands-on role. I offer well-developed communication skills, and great teamwork abilities. Constantly learning to improve my knowledge and skills.

LANGUAGES

English



French



EDUCATION

N+ Certification (Current)

Cybrary + CompTIA

Currently working through N+ with the goal of being certified by early 2023.

BA (Honours) - Counseling Psychology (2020)

University of South Africa (UNISA)

BA Health Sciences and Social Service (2013 - 2017)

University of South Africa (UNISA)

Ongoing Education (2022 - Current)

CURRENT

100 Days of Python Coding Bootcamp | The App Brewery

COMPLETED - 2022

Burp Suite Deep Dive | Cristi Zot

Linux 101 | TCM Security + Brent

Eskridge

Introduction to Ransomware | Varonis

+ Tony Hunt

Cyber Incident Response | Varonis

Python for Cybersecurity

Professionals | Cybrary

WORK EXPERIENCE

Happiness Engineer (Feb 2022 – Present) Automattic / WooCommerce

- Providing effective technical support via live chat, tickets, and forums.
- Ensuring customer satisfaction by assisting store owners with the technical aspects of running an online store, and providing support for WooCommerce and WooCommerce.com products.
- Troubleshooting, investigating, and creating detailed bug reports.
- Working closely with internal and external team members to deliver resolutions.
- Contributing to customer-facing documentation.

Key achievements:

Within 6 months, was leading a guild that focused on processing and reviewing feedback for our customers on our interactions. The purpose of this was to show our customers that their feedback was valued, and to improve our products, service provided, and overall customer satisfaction.

Co-Founder (2021 – Feb 2022) Brisland Ventures

Brisland Ventures is a boutique Digital Media company. Our brands help people and business owners improve their lives and business by focusing on what matters most.

My role focused on website management, as well as finance.

Brands include:

Vardo Media

Beautiful Online Business

Beautiful Template Shop

Kali Zone

Rubi Leandro

Web Designer (2017 – 2019) Rubi Cubed

Web designer for small local businesses, as well as online health coaches. Based in Cape Town, South Africa.

Medic and Trauma Counselor (2014 – 2019) Various Organisations

Between 2014 and 2019 I volunteered at various organisations first as an emergency medic, and then as a trauma counselor. Johannesburg and Cape Town, South Africa.