Jacqueline Alvstad

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SUMMARY

I am a bilingual professional with a degree in Education, offering 3 years of experience in software technical support and 2 years of teaching. I have hands-on experience with **SaaS** platforms, **CRMs** (HubSpot, Salesforce), solar design tools, and lender system integrations via **APIs**. Additionally, I possess a foundational understanding of **JavaScript, HTML**, and **CSS** for technical troubleshooting and web development, along with experience in translating technical documents and interpreting during onboarding sessions.

WORK EXPERIENCE

2024 - 06 - PRESENT

- Completed Codecademy Javascript to focus on troubleshooting and resolving technical issues within software platforms.
- Completed Codecademy HTML and CSS courses, gaining skills in website development and troubleshooting to create solutions for small business needs.
- Designed and developed a personal website for my resume, utilizing HTML and CSS.

2022 - 01 - 2024 - 06   TECHNICAL SUPPORT SPECIALIST (Enerflo LLC)

- Provided online chat, phone and email support to assist customers in navigating and utilizing the CRM system for effective customer and data management.
- Promoted from Chat Support to Technical Support for leading ticket completion and streamlining partner inquiries.
- Acquired a proficient understanding of multiple CRMs (**Hubspot, Salesforce**), ticketing tools (**ClickUp, JIRA**), and communication tools (**Slack, Intercom**).
- Integrated design tools (Solo, Aurora Solar, etc) as well as lender systems (Goodleap, Mosaic) with the CRM via APIs, ensuring seamless functionality through extensive testing.
- Gained foundational knowledge of **JavaScript** and **HTML** to efficiently troubleshoot system issues and used JavaScript to build and update customer products within the CRM.
- Developed and implemented **Twilio** integrations for businesses for automated customer notifications, improving communication efficiency.
- Assisted customers with proposal pricing issues by creating, updating, and enabling new pricing options based on lender system capabilities and state-specific regulations.

- Translated technical documentation (solar installation agreements, proposals) to Spanish and conducted Zoom sessions, providing Spanish training to customers on how to use the CRM.

2020 -05 - 2021 -12   FREELANCE SPANISH TEACHER (Online)

- Provided online Spanish sessions to students of varying ages via Zoom, utilizing diverse teaching techniques and styles tailored to individual needs.
- Implemented a variety of educational tools such as Kahoot, Edpuzzle, Quizlet, and Quizziz to create engaging, interactive lessons.

2019- 08 - 2020 - 05   TEACHER ASSISTANT (Zarrow International School)

- Developed and implemented lesson plans for Social Studies in Spanish, helping students discuss Oklahoma history in Spanish.
- Conducted science experiments while teaching students scientific vocabulary.
- Provided one-on-one tutoring, building strong relationships to address students' unique needs and challenges.
- Translated between Spanish and English at Parent Conferences.
- Created an organized, respectful learning environment, managed conflicts, and kept students engaged.
- Performed cultural presentations to enhance students' understanding of the Spanish-speaking world.

2015 -12 - 2016-12   CUSTOMER SUPPORT SPECIALIST (Telus International)

- Provided high-quality customer service for Saks' luxury retail brand, assisting customers with placing online purchases, processing payments and refunds, price matching, and requests to other departments, all through phone and email.
- Managed multiple software tools and CRM systems (Salesforce) to create and resolve tickets, while setting deadlines and prioritizing tasks.
- Resolved ticket issues related to order delays, incorrect items, or delivery errors, working closely with other teams to ensure timely and accurate resolutions, maintain customer satisfaction, and improve overall operational efficiency.
- Keep customers informed about product features, sizes, and available discounts, helping customers make informed purchase decisions.
- Assisted customers with placing online purchases, processing payments and refunds, price matching, and requests to other departments.

EDUCATION

Javascript Course - Codecademy, 2025.

HTML and CSS Course - Codecademy, 2025.

TEFL Certification - Completed 120-hour online course with LOVE TEFL, 2021.

Training - Transitioning to virtual **EFL classrooms**, using **Google Classroom**, and online language assessment **-** Universidad Católica de El Salvador, 2018.

Bachelor's Degree in Educational Science, English Language Specialty - Universidad Católica de El Salvador, 2015-2020.

Certificate in Backward Planning and Leveled Speaking Activities - Universidad Católica de El Salvador, 2018.

SKILLS

- Proficient in CRM platforms, SaaS, and B2B startups.
- Working knowledge of JavaScript, HTML, and CSS for troubleshooting, debugging, and implementing front-end web development solutions.
- Experienced in configuring and managing API integrations to streamline business workflows.
- Experienced in training and onboarding users into CRM systems.
- Ability to multitask effectively in fast-paced, dynamic, and technically complex environments.

LANGUAGES

- English (C2)
- Spanish (Native)