

Isabella Son

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Education

University of California, Merced

Bachelor of Arts: Political Science

Experience

- > IT Systems Analysis & Troubleshooting
- > Root Cause Analysis & Technical Documentation
- > SaaS Platforms: CRM, Salesforce, Ticketing (Jira, Confluence), Knowledge Base Systems
- > Web: HTML, CSS, JavaScript (basic)
- > Tools: Excel, Mailchimp, Canva, InDesign, Photoshop
- > Project Management Institute Certifications: Agile & Waterfall Fundamentals

CMAC Partners

Operations Coordinator | Winter Park, FL

January 2025 – November 2025

- > Supported executive leadership by managing daily and annual corporate operations, coordinating all facets of travel planning, and ensuring seamless scheduling and communication for the Managing Partner and team.
- > Streamlined financial administration by preparing and submitting detailed employee and company expense reports, improving accuracy and timeliness in monthly budget tracking.
- > Coordinated with external IT vendors to resolve system issues and maintain technology needs for the firm.
- > Implemented and maintained marketing technology (Mailchimp, Canva, website CMS) to optimize client outreach.

Brian D Kurtz, PC | Charleston, SC

Bookkeeper

August 2023 – June 2024

- > Manage multiple client accounts by performing daily bookkeeping tasks, including monitoring and recording financial transactions, processing accounts payable and receivable, and ensuring the timely payment of bills and collection of receivables.
- > Conducted data entry and maintained organized financial records utilizing QuickBooks Desktop and QuickBooks Online.
- > Reconciled bank statements by matching transactions with corresponding records to identify and resolve discrepancies, thereby ensuring the accuracy of financial data.
- > Supported the preparation of budgets and financial reports and ensured the accuracy of financial data.
- > Aided senior accountants during tax preparation by gathering necessary financial data, organizing relevant documents, and performing preliminary calculations.

Rippling | Charleston, SC

Customer Support Specialist – Apps/Identity Management Team

November 2022 – February 2023

- > Solved complex problems within Rippling's cloud-based services by providing training and guidance to users on how to use Rippling's features and functionalities while delivering excellent customer service.
- > Expedited and escalated Jira support tickets with the engineering team for quick resolutions on product issues to identify product gaps, request compliance updates, test new features, and train users on the product changes.
- > Installed and supported upgrades to assist in all technical problems (performance, security, etc.) for the Rippling supported products while documenting processes to locate solutions to issues.
- > Ensured thorough detail of the problem/resolution, ensured case notes are comprehensive of the issue, and communicated the results to the client.
- > Provided technical support to clients regarding the resolution of product hardware, software, and operating system issues via phone, chat, and email.

BoomTown ROI | Charleston, SC

Senior Support Specialist

April 2021 – November 2022

- > Resolve issues end-users may have with the software via phone calls and email tickets by clearly communicating solutions in a user-friendly, professional manner, expressing empathy to manage customer relationships in highly critical situations.
- > Replicate and escalate technical issues to internal customer and product teams, while tracking and ensuring successful resolution.
- > Assist end-users with how-to help, navigating the application, and one-on-one guidance on system functionality. As well as connecting them with another team to receive more formal training as appropriate.
- > Work closely with cross-functional Product and Engineering teams in the go-to-market (GTM) process of launching new products/solutions while supporting end-user requests and improvement suggestions.
- > Examine and escalate CRM functionality, web and app support issues to internal customer and product teams while ensuring consistent resolution for the client.

Target Role | Keywords

IT Systems Analyst; Sustainment; Action Request; Root Cause; Corrective Action; Incident Management; System of Systems; Jira; Confluence; Knowledge Base; SaaS; Identity Management; Access; Configuration; Debugging; Troubleshooting; Field Support; Customer Communications; Orlando, FL