

# Rubi Leandro da Silva

## Technical Support

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## ABOUT ME

Customer-oriented and self-driven Technical Support Specialist. 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 mid 2023.

### BA (Honours) - Counseling Psychology (2020)

University of South Africa (UNISA)

### BA Health Sciences and Social Service (2013 - 2017)

University of South Africa (UNISA)

### Basic Ambulance Assistant (2014)

Netcare

### 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

### Website Manager (Feb 2023 - current) Rubi Cubed

Website management and maintenance for blogs, service providers, and online digital e-commerce (freelance).

### Happiness Engineer (Feb 2022 - Jan 2023) Automatic / 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.

### Website Manager (2021 - Feb 2022) Rubi Cubed

Pivoted from website design, to website management and maintenance for blogs, service providers, and online digital e-commerce (freelance).

### Web Designer (2017 - 2019) Rubi Cubed

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

### Medic and Trauma Counselor (2014 - 2019) Various Organisations

I worked and volunteered at various organisations first as an emergency medic, and then as a trauma counselor.  
Netcare 991 | Blue Star Medical  
Community Intervention Center | Table View Angels  
Johannesburg and Cape Town, South Africa.