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Professional Summary

Results-driven IT Support Specialist & Front-End Developer with a Master's in Information Technology and 25+ years of experience spanning technical support, ERP/CRM systems, business analysis, procurement, and operations. Skilled in troubleshooting, documentation, user training, and translating business requirements into technical solutions. Recognized for improving workflows, collaborating across teams, and delivering accurate, secure, and user-focused results. Graduate of the SheCodes Full Stack Developer Program with 12 React-based projects (API integration, responsive design).

Core Skills

IT Support & Systems: Hardware/Software Troubleshooting • Help Desk Operations • Network Setup & Support • ERP/CRM (SAP, Salesforce, NetSuite) • User Training & Documentation • Quality Assurance • Secure Data Handling

Procurement, Operations & Logistics: Vendor Communication • Contract Preparation • Shipping & Receiving • Order Processing • Documentation Accuracy

Front-End Development & Tools: React.js • JavaScript (ES6+) • HTML5 • CSS3 • Responsive Web Design • API Integration • Git/GitHub • VS Code • Netlify

Professional Strengths: Cross-Functional Collaboration • Process Improvement • Business Analysis • Problem-Solving • Confidentiality & Compliance • Customer Service Excellence

Professional Experience

Call Specialist – ASD (Remote)

Aug 2023 – Jan 2024

- Managed secure communications through CRM platforms, ensuring confidentiality and accuracy in high-stakes environments.
- Improved workflow efficiency by implementing database and reporting enhancements, reducing response times.
- Logged issues and documented solutions to strengthen troubleshooting knowledge-sharing.

Pharmacy Benefits Manager – TTEC (OptumRx)

Sep 2022 – Jul 2023

- Delivered Tier 1–2 technical support in a HIPAA-regulated healthcare environment, ensuring compliance and accuracy.
- Maintained detailed logs and reporting documentation to support audits and improve accountability.
- Partnered with cross-functional teams to identify process gaps and implement solutions that reduced downtime.

Licensed Insurance Agent – Globe Life

Mar 2022 – May 2022

- Managed sales pipeline in Salesforce CRM, ensuring timely follow-ups and accurate client data tracking.
- Delivered presentations and processed secure transactions, strengthening lead conversion.

Co-Owner / Administrator – Milo's Wings & Philly's

Apr 2020 – Dec 2021

- Directed daily operations, scheduling, and budgeting for a high-volume restaurant, ensuring profitability.
- Supported and troubleshooted POS systems, reducing downtime and increasing transaction efficiency.

Team Manager – Alorica (Samsung Contract)

Jan 2019 – Feb 2020

- Supervised 18 agents delivering enterprise IT support; coached staff to improve first-call resolution by 20%.
- Monitored escalated issues and ensured compliance with service-level agreements.

CSA / Technical Support – Alorica (Samsung Contract)

Aug 2018 – Dec 2018

- Resolved escalated technical support issues via phone, email, and chat, reducing repeat calls.
- Delivered hardware/software troubleshooting solutions, improving customer satisfaction scores.

Independent Contractor – Lyft & Uber

Jan 2018 – Aug 2018

- Maintained a 4.9/5.0 driver rating across 1,000+ trips, recognized for reliability and strong customer communication.

Server & POS Tech Support Specialist – Milo's Restaurant & Bistro

Apr 2014 – Dec 2017

- Delivered customer service while providing POS troubleshooting, reducing outages.
- Trained staff in POS use and troubleshooting, cutting downtime by 30%.

Operations & Project Management Administrator – DNV

2009 – 2014

- Coordinated global ERP training programs, contracts, and schedules, ensuring milestones were met.
- Authored technical documentation and user guides that reduced support needs and improved onboarding.
- Supported IT projects through budget management, reporting, and vendor coordination.

Technical Support Specialist / Shipping & Training Support – DNV

1999 – 2009

- Delivered desktop, software, and ERP system support, ensuring reliability and accuracy.
- Developed and delivered ERP training materials; improved adoption and reduced repeat support requests by 15%.
- Processed and tracked shipments of training materials; maintained accurate records and vendor communications.
- Negotiated and managed contracts with vendors and hotels to support training events.
- Maintained documentation and archives to ensure audit readiness.

Administrative Roles – DNV

1990 – 1998

- Progressive roles in administrative support, logistics, graphics, product sales, and executive assistance.

Education & Training

- SheCodes Full Stack Developer Program (2024–2025) – Built 12 React-based projects (Weather App, Dictionary App, Credit Card Tracker prototype) focused on API integration, responsive design, debugging, and UI/UX.
- Master of Information Technology – University of Phoenix
- Bachelor of Computer Information Systems – DeVry Institute of Technology