

NATALIA DRAUSE

WEB DEVELOPER

📍 GREENVILLE, SC

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Highly motivated, enthusiastic, friendly, and easygoing web developer with 8 years of WordPress experience and nearly 3 years of technical support experience for the WP Rocket plugin, assisting over 5000 users in improving website speed and PageSpeed scores, as well as researching, debugging, and troubleshooting complex bugs and issues. I am also a passionate coach and mentor to aspiring developers.

With a strong desire to keep learning and challenging myself, I am seeking a role that would allow me to continue my professional development and grow even further in the field.

EXPERIENCE

WP Media (WP Rocket plugin)

2 yrs 9 mos

Lyon, France (Remote)

Captain of Technical Support Team Aug 2022 - Jan 2023

- Supervised a group of 5 support team members, guided their professional development, conducted weekly one-on-one training and coaching sessions, provided feedback.
- Coordinated closely with Development and Product teams suggesting high priority fixes and helping in reproducing and identifying bugs.
- Performed all the responsibilities of the Tier 2 Technical Support Engineer role.

Tier 2 Technical Support Engineer Oct 2021 - Jul 2022

- Provided technical support to WP Rocket plugin customers. Handled tickets of high-level difficulty.
- Performed debugging and troubleshooting of a variety of technical issues, including: front-end optimization issues (HTML, CSS, and JavaScript errors, broken layout), back-end issues (PHP and database errors, WordPress settings, server configuration).
- Provided and tested workarounds and solutions, including custom code snippets and plugins.
- Reported bugs and issues on GitHub.
- Fixed minor issues via plugin code development.
- Provided assistance to the Tier 1 support team: answered questions, guided with troubleshooting, took over tickets where Tier 1 support was unable to respond.
- Wrote internal and public documentation.

Technical Support Engineer

May 2020 - Sep 2021

- Provided customer and technical support to WP Rocket plugin users.
- Adjusted and configured the WP Rocket plugin for specific websites to meet customers' needs.
- Wrote internal and public documentation.

SKILLS

- PHP & SQL
- CSS & SASS
- JavaScript
- HTML
- WordPress
- Git & GitHub
- Photoshop
- Lightroom

EDUCATION

M.A. & B.A. in Geography, 2010

Regional Studies & International
Tourism Development major

St. Petersburg State University, Russia

CERTIFICATION

🔗 [Responsive Web Design](#)
freeCodeCamp

🔗 [JavaScript Algorithms and Data Structures](#)
freeCodeCamp

🔗 [Become a WordPress Developer](#)
Udemy

🔗 [The Web Developer Bootcamp](#)
Udemy

🔗 [Advanced CSS and SASS](#)
Udemy

EXPERIENCE (continued)

Natalia Drause Photography LLC

5 yrs 2 mos

South Bend, Indiana

Professional Photographer

Apr 2015 - May 2020

- Provided photography services for individuals, small businesses, and corporate clients (including Uber Eats, GoDaddy, University of Georgia, and others).
- Managed all aspects of the small business, including marketing, customer service, and product.
- Built the business website. Learned and applied main principles of SEO and achieved top positions on Google search for desired keywords in the area.

University of Notre Dame

1 yrs 10 mos

Notre Dame, Indiana

Customer Service Representative

Oct 2014 - Jul 2016

- Communicated with visitors. Provided helpful information, answered questions, and responded to complaints.
- Responded to inquiries via e-mail and phone.
- Assisted with booking and scheduling Notre Dame campus tours.

LANGUAGES

- English
- Russian
- Basic Finnish, French and German

SOFT SKILLS

- Problem solving
- Analytical thinking
- Communication
- Attention to detail
- Teamwork
- Leadership
- Adaptability