

Evan Genest

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Summary

Tech teams since 2018 using: Linux, Javascript, PHP, Git, Apache, AWS.
Give me your high stakes live calls.
Let me run your team meetings.
Secret skill: science teacher.

Experience

Web Support Specialist

Matomo.org

Dec 2021 - Present (1 year 11 months)

Tier 2 troubleshooting for customers with REST API, SQL, Apache, Linux permissions issues (in that order).

Hosting webinars, leading sales Zoom calls, solving Helpscout tickets.

Teaching customers how to integrate Javascript listeners to their websites.

Troubleshooting Apache error messages, file permissions, scheduled cron tasks.

Tools: Helpscout ticketing, Jira backlog, Confluence wiki, Wordpress knowledge base.

Emceeding all-hands calls.

Adding Knowledge Base articles.

Leading design sprints (to decide on quarterly OKRs).

Web Developer

OfficeSupply.com

Jan 2020 - Apr 2021 (1 year 4 months)

Agile team: rotated as leader of Sprint Retrospectives. Backlog tool was Pivotal, estimated story points.

Version control (especially merge, revert, and reset) on Git version control for feature branches.

Wrote a 200 line server with Node.js to segregate our network traffic.

Dev environment was Amazon Linux in AWS Cloud.

Wrote code in Symfony PHP, MySQL, Javascript.

Customer Support Specialist

Scooter Software

Dec 2017 - Oct 2019 (1 year 11 months)

Tier 1 support for Beyond Compare diff tool

Daily language was BASH scripts.

The troubleshooting was centered on filesystems and OS level things in Mac, Windows, Linux.

Configured several virtual machines every day to duplicate customer environments.

I agitated for and then filled these needs:

The colorblind accessibility plug-in.

The quickstart guide here <https://beyondcompare.gitbook.com>.

The Beyond Compare Youtube channel, edited with Camtasia.

Data Scientist

Hunter College

Aug 2009 - Nov 2010 (1 year 4 months)

R & PERL data pipeline data scientist (temporary grant position).

Used Poisson distribution as bioinformatics test of gene homologues.

Built bespoke data tools in R and PERL.

STEM Teacher

NYC Department of Education

Sep 2006 - Jun 2017 (10 years 10 months)

Taught at: Taiwan National High School in Hsinchu Taiwan, Bronx High School of Science, NEST+M

Public High School Manhattan, Williamsburg Charter High School, City University of New York Hunter

College.

Years of rapid rapport creation with strangers.

This experience remade me: I started out being completely focused on the greatness of science and

technology but was nearly turned inside out to be more humane, with great humility, patience, and

people-listening skills.

Taught the computer science course in C language and Python.

I saw a need: remedial science classes have low buy-in from the “clients” and same clients have high

need to take away a skill. I maneuvered to get computer access in my Brooklyn public school and even

though it was science class, created weekly Excel lessons (with VB functions!) by rewriting labs written

for paper and pencil, knowing these remedial students had a high RoI potential, since they were often

burdened by low expectations and low tech exposure.

Education

The Ohio State University

Masters of Science, Chemistry

Oakland University

Bachelors of Science, Industrial Toxicology

Skills

SQL • Jira • Helpscout • Facilitation • Live Meeting • Podcasting • JavaScript • Bash • Linux
• Technical Writing