SHAYNA CRUZ

🖥 **WEBSITE**   ✉ **CONTACT@SHAYCRUZ.NET**

PRODUCT SUPPORT ENGINEER

Dynamic and methodical Product Support Engineer with experience in providing exceptional technical support and resolving complex product issues. Proven ability to lead cross-functional teams, enhance product performance, and drive user satisfaction through effective problem-solving and customer engagement strategies.

CORE COMPETENCIES

Technical Expertise | Hardware & Software Troubleshooting | Customer Relationship Management | Cross-functional Collaboration | Process Optimization | Training & Development | Data Analysis & Reporting

TECHNICAL PROFICIENCIES

Python | C | Lua | MySQL | HTML | CSS | JavaScript | Windows, Mac, & Linux Operating Systems (OS) | Adobe CC

PROFESSIONAL EXPERIENCE

Artlogic | Full Stack Product Support Engineer   03/2022 – 11/2025

Triaged, investigated, and resolved incoming support requests by analyzing tracebacks, submitting bugfixes to codebase for SAAS inventory management and CMS systems.

- Liaised with stakeholders in technical and non-technical teams to ensure that service level agreements were met.
- Identified patterns in incoming support requests to prioritize Problem tickets. Created and maintained user guides and runbooks.

Exhibit-E | Gallerymanager | Development Project Manager   07/2019 – 03/2022

Managed influx of support requests, prioritized and tracked workload for 2 teams of international developers.

- Guided feature development from mockup to deployment, contributed CSS to custom website projects, compiled, edited, and published customer facing release notes.
- Streamlined support process by prioritizing high impact projects, generating value for stakeholders.

Tankee | Freelance Graphic Designer   09/2017 – 01/2018

Partnered with a senior designer to create Animated branding, UI elements, and interactions using established branding for Tankee, a mobile platform for kids to watch and engage with video game content in a safe environment.

Purchase College | Learning Assistant – Intro to Web   09/2016 – 09/2017

Guided students through HTML, CSS, and JavaScript lessons, ensuring no students were left behind in a fast-paced classroom environment, kept track of daily assignments, held weekly group pairing sessions to aid students with coursework.

EDUCATION

Bachelor of the Arts (BA), New Media
State University of New York at Purchase

HONORS & AWARDS

Dean's List Recipient, 2015 & 2017 |
New Media Advanced Standing Portfolio Award, 2015