

# PATRISHA RENZ

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## EXPERIENCE:

### Envato Marketplaces

**Customer Help Officer**

August 2013 to Present

*Help Officer providing support and solutions to the Envato Market Community.*

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### Google

**Senior Search Consultant**

May 2010 to July 2013

*Special Projects to optimize Google's flagship Search Engine.*

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### Go Daddy, Inc.

**Hosting Support Specialist**

July 2007 to December 2009

*Customer Service, Sales and Advanced Hosting Support.*

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### Fedex

**Senior Customer Service Representative**

2005 to 2007

*Fulltime Customer Service Representative on the fast path towards management.*

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### AZ Servers

**Owner**

1995 to Present

*Self-owned business for freelance design and internet contracting services. Specializing in web development.*

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## EDUCATION:

### University of Advancing Technology

Tempe, Arizona

**AA in Multimedia 4.0 GPA**

Graduated December 2003

## HIGHLIGHTS:

- **Envato:** All things Help Officer plus 3<sup>rd</sup> Line Ticket, Affiliate and Social Media management and monitoring. Escalated tasks whenever needed.
- **Go Daddy:** Won the SmartSpace design contest, <http://wyndwebs.com>. Certified in every company department: W3 - Web, H3 - Hosting, D3 - Domain, rarely achieved.
- **Fedex:** 1st CSR promoted to 'Senior Customer Representative' within 12 months of hire date.