

Professional Experience

iManage (B2B SaaS Secure Document & Email Management Systems)

Chicago, IL

Senior Support Engineer

Jan. 2020 – Present

Developer Support Engineer

Jan. 2018 – Jan. 2020

- Build the foundations of the newly created Developer Support team by quickly becoming a SME of the iManage product suite as a champion of client success and satisfaction to over 570 clients and over 160 tech partners.
- Consult on client issues by tailoring complex technical solutions for various levels of technical aptitude utilizing REST-API and SDK integrations by writing Python scripts, C# code snippets, and effective documentation to aid in building over 15 third-party integrations.
- Own the process of troubleshooting, diagnosis, and resolution for over 80 client issues per month using Zendesk Suite to achieve significant improvements in KPIs demonstrating 98% satisfaction rate, 25% decrease in average response time, and 10% reduction in SLA breaches resulting in being requested as 4 VIP clients' go-to engineer.
- Serve as the client liaison with Engineering by reproducing and reporting over 30 bugs and raising over 20 feature requests through Jira on behalf of clients' use cases to the appropriate developers and escalating issues to leadership and relevant stakeholders when necessary to provide quick resolutions to issues impacting clients. Verify with clients to confirm the solution was effective, resulting in 2 clients directly citing these improvements as drivers for deepening their relationship to iManage by purchasing subscriptions to related products.
- Analyze client cases to identify trends and publish advisories to educate clients and provide fast access to solutions and alternatives reducing repeated submitted ticket volume by up to 60%.
- Develop new employee training initiatives by writing guides and configuring sandbox server environments to bring new hires up to speed as efficiently as possible decreasing time needed for training by 50%.

Spot Trading (Financial Trading Company)

Chicago, IL

Software Development Intern

June 2017 – Aug. 2017

- Built and deployed parsing system to ingest incoming data from 3 different exchanges and translate into readable message types to be consumed by trading algorithms with C++ and Rust, allowing the algorithms team to design new trading strategies.

Alcoa/Arconic (Lightweight Metals Engineering and Manufacturing)

Davenport, IA

Process Control Systems Engineering Intern

June 2016 – Sept. 2016

- Created a video conversion function for generating quenching process maintenance reports, providing a 75% CPU stress reduction.

Education

NORTHWESTERN UNIVERSITY

Evanston, IL

B.S. Double Major Computer Science, Music

Dec. 2017

- Dean's List, GPA: 3.74/4.00

Skills

Technical Proficient with C#, Python, Git, HTML5, CSS, Unix/Linux, Zendesk Suite, Slack, JIRA, Postman, Zoom

Familiar with C++, Rust, JavaScript, PHP, Bash, Ruby, Racket, SQL, Fiddler

Language English (Native), Mandarin (Proficient), French (Basic)

Miscellaneous Eagle Scout, Violinist – 2013 National Youth Orchestra of the United States of America