

# Connor Koppin

| Technical Support Engineer |

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[LinkedIn](#)

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High-performing Technical Support Engineer with a proven track record in diagnosing and resolving development questions and inquiries. Eager to leverage technical skills, teaching experience, and creative problem-solving in a fast-paced, hyper-growth environment. Experience in working with enterprise customer teams to adopt products in business operations via SDK implementation, educate end users on API processes, and educate end users on front-end web design. Strong communicator with a passion for customer service, keen on improving internal and external processes.

## WORK EXPERIENCE

### Application Support Engineer - Web & Feature Experimentation @ Optimizely

Feb 2022 - Present

- Triage and solve approximately 50% more tickets than the team's average for 2023
- 100% all-time customer satisfaction rating
- Troubleshoot and escalated enterprise-level incidents as incident manager for Technical Support Services, working with
- Onboard and coach new hires, including ticket shadowing and evaluation
- Created, revised, and authored onboarding materials for various parts of the product

### Owner / Operator @ Tavenerscat LLC

Spring 2021- Feb 2022

- Managed freelance web development projects, working closely with clients to meet their technical needs
- Developed responsive websites using modern frameworks like Bootstrap, JavaScript, and React
- Designed custom web applications and improved site performance for small businesses
- Maintained project documentation and handled version control using GitHub

### Music Teacher - West Des Moines, Valley High School

- Led over 200 students in curricular activities, grades 10-12 in choir.
- Organized concerts, performances, and participated in a Grammy-Signature School program.

## SKILLS / APPLICATIONS

Technical Skills: JavaScript, React, Python, SQL, Django, HTML5, CSS3, Bootstrap, Postman

Customer Support Tools: Zendesk, Jira

Incident Management, Troubleshooting, Process Improvement, Documentation

## FORMAL EDUCATION / CERTIFICATIONS

Various Analytics Certifications & Cybersecurity Professional Certification - Google / Coursera

Responsive Web Design, Modern JavaScript, Data Structures and Algorithms - freeCodeCamp.org

Bootstrap from Scratch, JavaScript Front to Back, React 2022 - Udemy

Doctor of Musical Arts

Michigan State University, 2021

Master of Music

Michigan State University, 2018

Bachelor of Music Education

Wartburg College, 2013