Ed Pritchard
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Technical Support Engineer – Expert in Application Technical Support and Customer Service.

Over ten years of technical support experience. Skilled in troubleshooting complex SaaS and database issues. Excels in clear, concise communication with internal teams and customers, ensuring quick problem identification and resolution. Proficient in managing multiple cases, escalating issues appropriately, and providing accurate feedback and technical solutions. Dedicated to maintaining client relationships based on integrity and trust, with a solid ability to document technical knowledge and function within a team and as a self-directed contributor.

EXPERIENCE

Coupa Consultant   August 2023 – March 2024
Nordstrom – (Contract, Remote)

- Guided cXML punchout integration setups and testing for supplier realignment initiative, enhancing purchasing efficiency.
- Streamlined cXML invoice integrations with suppliers, improving PO match accuracy. Teamed up with AP to optimize InvoiceSmash dashboard setups for higher OCR accuracy. Resulted in over 100,000 touchless invoices processed through Coupa.
- Provided business user support for procure-to-pay software and process issues, enhancing internal hypercare case resolution.
- Acted as a functional resource for procurement teams, creating procurement, legal, invoicing, general form designs, and process automation approval workflows, delivering over $1 million in estimated savings.

Support Account Manager   May 2021-June 2023
Coupa Software Inc – (Remote)

- Acted as the first escalation point for Coupa premium support cases, ensuring timely resolution of technical issues and high customer satisfaction.
- Collaborated with Support, Product Management, and Development teams to address open escalated cases, resulting in accelerated case resolution to deliver results and improve overall user support experience.
- Organized and directed routine customer meetings to evaluate open cases, identifying status and business impacts to prioritize effectively, resulting in expedited case resolution and improved customer satisfaction.
- Collaborated with Support and other teams to strategically identify gaps in the Support process, resulting in a 10% decrease in case resolution time.
- Participated in Quarterly Business Review (QBR) meetings, offering insightful reports on Support issue progress, trends, and concerns, leading to improved customer relations.

Senior Technical Support Engineer Tier II and III   August 2015 – May 2021
Coupa Software Inc – (Hybrid)

- Expertly handled and resolved over ten thousand complex support cases by leveraging advanced SQL scripting, Bash, Ruby on Rails, Postman, and problem-solving and analytical skills, ensuring efficient, proactive case resolution.
- Surpassed SLA compliance on the SaaS platform through exceptional problem-solving and communication skills via phone, email, and remote tools to identify, confirm, and document product defects.
- Expertly utilized Grafana, Kibana, and NewRelic to identify and address performance issues across hundreds of customer SaaS instances, ensuring maximum system functionality and uptime.
- Demonstrated technical expertise as a mentor for dozens of support team members, resulting in improved team performance and productivity.
- Deployed in-depth SQL knowledge to carry out hundreds of approved data fixes in the SaaS database, contributing to optimized software functionality and improved customer experience.
- Demonstrated outstanding teamwork and leadership skills, bridging gaps between departments to ensure seamless issue resolution and continuous service improvement.
- Authored dozens of high-impact articles, improving knowledge base efficiency by 10% and enabling support teams to resolve software issues more effectively.
- Crafted clear and concise written and oral communications tailored to diverse audiences.
- Highly organized and detail-oriented. Able to multi-task and prioritize multiple projects/clients simultaneously.

IT Analyst / Senior Specialist - UAT Tester   February 2014 – August 2015
Microsoft – Reno, NV (on-site)

- Communicated User Acceptance test results to the team and business owners, leading to enhanced understanding and quicker resolution of software issues.
- Conducted comprehensive manual and automated tests to verify licensing software's functionality, performance, security, and usability.

- Developed testing tools to increase UAT efficiency by streamlining SQL Query and XML file generation, reducing testing cycle time by 30%, and improving testing accuracy, resulting in faster UAT completion.

Technical Support Engineer II   July 2011 – December 2013
Support.com – (Remote)
- Resolved over 8000 support issues, achieving a 95% customer satisfaction rate and 99% first-call resolution, ensuring smooth software operations.
- Resolved thousands of network-related connection issues on routers, cable modems, smartphones, and printers, improving customer satisfaction and reducing customer downtime.
- Enhanced OS performance for thousands of PCs and Macs by resolving OS issues, errors, and virus removals, improving system stability and productivity.

SKILLS INVENTORY

Management/Leadership Skills:

Support Team Management
Cross-Functional Collaboration
Decision Making
Release Management
Agile Management

Functional Skills:

Call Center Support
Support Ticket Management
Root Cause Analysis
Application Troubleshooting
Project Support
Technical Coaching
User Training
Relationship Management
Issue Resolution
Knowledge Authorship
Document Creation
Incident Tracking
Document Management
SOX Understanding

Soft Skills:

Problem-Solving

Excellent Oral and Written Communication
Attention to Detail
Analytical Thinking
Adaptability
Independent Judgment
Work Independently
Team Collaboration

Technology Skills:

SaaS Application Support
User Acceptance Testing
Data Troubleshooting
MySQL Scripting
Relational Database Design
Basic Linux
CRM
SDLC
API
XML
cXML
JSON
CSV
HTML
CSS
Ruby on Rails

Coupa Skills:
Procure-to-Pay Processes
Source-to-Pay Processes

Technology Proficiency:

MS Word
MS Excel
MS Outlook
MS PowerPoint
MS Access
SQL Server
Salesforce Lightning
Zendesk
Jira
Confluence
MS Teams
Slack
Zoom
Kibana
Grafana
New Relic
LogStash
Bash
PhpMyAdmin
MS SQL, MySql scripting

EDUCATION

AA | High-Tech Institute | 2002
Bachelors | DeVry | 2012
Maricopa Community Colleges | Continuing IT Education | 2003-2008
Coupa – CLM SME, Analytics Certification, BSM Certification
LinkedIn Learning | CSCMP Supply Chain Foundations: Procurement Professional Certificate | 2024