DIETKE STEINDEL

Full Stack Developer

CONTACT

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085 870 1988 📞
Killarney, Ireland 📍

EDUCATION

Higher National Diploma
Full Stack Development
Code Institute
April 2023 - current
Ireland

Level 8 Special Purpose
Award
Digital Marketing
Munster Technological
University
2015
Cork, Ireland

SKILLS

JavaScript
Python
Angular.js
Vue.js
React.js
Node.js
HTML
CSS
Django
SQL
RESTful APIs
Agile/Scrum
Jest
Flask

WORK EXPERIENCE

Technical Support Engineer

DocuSign
July 2023 - current / Ireland, Remote

- Strategic advisor for customers, facilitating seamless communication and resolving complex technical issues
- Accountable for delivering optimal customer experiences, ensuring high software value, and fostering adoption through effective issue resolution at DocuSign
- Lead projects to improve technical documentation and enhance communication strategies for optimal customer experiences

Learning Solutions Consultant

LinkedIn
March 2022 - July 2023 / Ireland, Remote

- Advised B2B clients on optimizing the Learning platform
- Developed a strong foundation in project leadership, user satisfaction management, and collaboration with engineering teams
- Collaborated with engineers on software issues
- Led GDPR and new hire projects
- Gained valuable insights into improving platform experiences and implementing technological enhancements

VP of Customer Success

ChannelReply
March 2019 - August 2022 / Remote

- Enhanced software effectiveness by optimising the customer journey
- Managed, trained, and mentored a support team to deliver outstanding user experiences
- Collaborated closely with developers to improve software functionality
- Engaged with B2B clients, gathering feedback for deeper insights and contributing to continuous improvement efforts
- Extended role to optimise user experiences for international growth, including the creation and optimisation of website, software, blog, and social media content

Head of Communications & Marketing

appointman

February 2017 - February 2019 / Germany, Remote

- Supported businesses in widget implementation and CSS adjustment
- Gathered client feedback for the development of enhanced retention strategies
- Drove international growth through translations, expansions, and website revamping
- Executed impactful e-mail campaigns to enhance customer engagement