

Dietke Steindel

Technical Support Engineer

Relevant Work Experience



Technical Support Engineer
DocuSign - Remote (Ireland)
July 2023 to present

- Assisting other support levels with B2B tech queries
- Utilizing tools like Salesforce, Jira, logging systems, SharePoint, browser developer tools, internal admin console, SQL, etc.
- Identifying improvements to the product, bugs and opportunities to enhance the customer experience

Learning Solutions Consultant
LinkedIn - Remote (Ireland)
March 2022 to July 2023 (1 year, 5 months)

- Advising B2B clients on capabilities, usage of Learning
- Maintaining user satisfaction rating of 95% throughout
- Working together with engineers in improving Learning platform experience
- Leading projects to improve internal Sharepoint space & GDPR processes

Customer Success Manager (SaaS)
ChannelReply - Remote (Ireland)
March 2019 to August 2023 (3 years, 5 months)

- Working together with developers to improve software & customer journey effectiveness
- Training and managing support teams to achieve outstanding user experience
- Closely working with B2B clients by gathering feedback for better onboarding experience

Customer Success & Marketing (SaaS)
appointman - Remote (Germany)
February 2017 to February 2019 (2 years)

- Onboarding B2B clients
- Creating E-Mail campaigns & promotions
- Creating Social Media platform & campaign
- B2B Feedback gathering & implementation
- Website rewamping with engineers

Education History

Digital Marketing Certificate Level 8
At CIT in 2016

Full Stack Development
At Code Institute until April 2023

Contact Info

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- Killarney, Ireland
- [linkedin.com/in/dietke](https://www.linkedin.com/in/dietke)

Skills

- HTML, CSS, JavaScript
- [5-Day Coding Challenge](#)
- [Python Essential](#)
- [Digital Marketing](#)

Recognition

Global Support Award
LinkedIn

Exceeded performance targets & enabled outsized business impact in the past quarter, while upholding LinkedIn's Culture and Values