

Connor Koppin

| Application Support Engineer |

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[LinkedIn](#)

[Website](#)

Application Support Engineer with a proven track record in diagnosing and resolving development questions and inquiries. Experience in working with enterprise customer teams to ensure long-term success. Strong communicator with a passion for customer service, keen on improving internal and external processes. Eager to leverage technical skills, teaching experience, and creative problem-solving in a fast-paced, hyper-growth environment.

WORK EXPERIENCE

Application Support Engineer - Web & Feature Experimentation @ Optimizely

Feb 2022 - Present

- Triage and solve a large global queue of incoming support tickets
- Solved approximately 50% more tickets than the team's average for 2023
- Onboard and coach new hires, including ticket shadowing and evaluation
- Created, revised, and authored onboarding materials for various parts of the product
- 100% Customer Satisfaction rating
- Leader in number of tickets solved for three consecutive quarters
- Troubleshoot and escalated enterprise-level incidents as incident manager

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

Full Stack Development: JavaScript, React, Python, SQL, Django, HTML5, CSS3, Bootstrap

Customer Support Tools: Zendesk, Jira

Incident Management, Troubleshooting, Process Improvement

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

FORMAL EDUCATION

Doctor of Musical Arts

Michigan State University, 2021

Master of Music

Michigan State University, 2018

Bachelor of Music Education

Wartburg College, 2013