

# Ian Hinkle

ian@ianwhinkle.com ▲ 512-395-7507 ▲ Austin, TX

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## WORK EXPERIENCE

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### MadCap Software, Inc.

**Apr. 2022 – Present**

*Technical Support Analyst II*

*Austin, TX/Remote*

- Strategically delegated tickets according to complexity and team member expertise, while adeptly addressing customer escalations and high-priority issues with a sense of urgency and precision.
- Skillfully implemented and maintained Git project integrations, Elasticsearch on IIS Servers, and Single Sign-On provisioning, ensuring seamless system operations and enhanced user experience.
- Collaborated closely with QA, DEV, and Customer Success departments to effectively resolve issues and provide consultative guidance, fostering cross-functional teamwork and streamlined communication.
  - Identified and submitted over 90 distinct software defect reports, including numerous high-priority and critical cases, contributing to the continuous improvement of product quality.
- Effectively trained new team members in the use of MadCap products and best practices for troubleshooting processes, fostering a knowledgeable and proficient workforce.

### MadCap Software, Inc.

**Oct. 2020 – Apr. 2022**

*Technical Support Analyst I*

*Austin, TX/Remote*

- Conducted comprehensive end-to-end troubleshooting, encompassing interpretation, analysis, and research to pinpoint and resolve issues effectively.
- Clearly communicated complex solutions, providing hands-on assistance to end-users during the implementation process, ensuring seamless problem resolution.
- Demonstrated proficiency in the MadCap AMS software suite and related integrations, including Salesforce, Zendesk, and ServiceNow, enabling efficient and informed support.

### Greater Goods Coffee Roasters

**Jul. 2016 – Oct. 2020**

*Quality Assurance & Training Specialist*

*Austin, TX*

- Spearheaded education and technical training for 15+ employees across three company locations, as well as for 15+ wholesale client businesses, fostering skill development and expertise.
- Developed and delivered comprehensive coursework as an Authorized Specialty Coffee Association Trainer, covering multiple certification levels while utilizing tools such as PowerPoint and Word.
- Implemented and enforced stringent quality control protocols and systems company-wide, driving continuous improvement and maintaining high standards of excellence.

## EDUCATION

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### Texas State University

*BS, Microbiology*

*San Marcos, TX*

## SKILLS & INTERESTS

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- **Skills:** Git, HTML, CSS, SSO, IIS Servers, Mac OS, Windows, Android OS, Linux, Command Line, Customer Experience
- **Interests:** Coffee Roasting, Machine Learning, Whiskey, Boulderling, Music/Audio Equipment, Gaming