Ian Hinkle

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WORK EXPERIENCE

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.
  o 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.

SKILLS & INTERESTS

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