

Liam Hartigan

949-315-0326 | LiamOHartigan@gmail.com | Fair Oaks, CA | www.linkedin.com/in/liam-hartigan/

EXPERIENCE

Product Support Analyst; Launch Consulting — Mar. 2023 - Present

- Spearhead the support and troubleshooting of SaaS software for key stakeholders, contributing to 80% of the company's revenue. This involves leveraging technical expertise to provide tailored solutions, ensuring seamless integration with client systems.
- Conduct deep-dive technical analyses, using a strong understanding of JavaScript and internal API to diagnose and resolve complex software issues, thereby reducing reliance on the development team and ensuring timely client satisfaction.
- Collaborate in an agile environment with cross-functional teams (Engineering, Design, Integrations) to manage simultaneous client projects, delivering results while maintaining a high standard of technical implementation and coordination.
- Utilize scripting knowledge to streamline workflows and troubleshoot application issues, reducing ticket turnaround time and improving team efficiency.
- Regularly monitor KPIs and generate queries to identify trends, uncover inefficiencies, and present actionable insights that enhance product performance and client satisfaction.

Technical Support Representative; LinkedIn— Mar. 2022 - Mar. 2023

- Provided technical support for LinkedIn's SaaS solution (Glint), rapidly resolving client cases while maintaining a consistent QA score above 90%.
- Triage SSO (Single Sign-On) issues for end users, working directly with clients and internal teams to resolve authentication and access challenges.
- Documented client interactions and technical issues with precision, ensuring accurate records in Salesforce CRM and other internal systems, streamlining future support.

Client Support Analyst; Launch Consulting — Aug. 2020 - Mar. 2022

- Achieved extensive product knowledge on Launch's SaaS product in order to liaise effectively between internal cross functional teams and clients regarding issues, questions, and project status updates.
- Documented and communicated action items to the team, collaborated with team resources, and facilitated project-related client meetings in order to effectively see movement on projects and tickets.

SKILLS

- Software: Microsoft Office Suite, Google Suite, Salesforce CRM, Zendesk, JIRA, Azure DevOps
- Technical Skills: SaaS Solutions, JavaScript, HTML, CSS, SQL, Git/Github, API/ REST API, JSON, React.js, Excel
- Soft Skills: Interpersonal Skills, Flexibility, Cross functional leadership, Customer Satisfaction, Time Management, Communication, Conflict resolution, Team mentality, Self motivated, Multi-tasking
- Analytical skills: Problem Solving, Critical Thinking, Project Management, Agile Methodologies

EDUCATION

UC Davis Division of Continuing and Professional Education

- Certificate in Full Stack Web Development