

# Liam Hartigan

## CONTACT INFORMATION:

---

**Phone:** (949) 315-0326 | **Email:** [LiamOHartigan@gmail.com](mailto:LiamOHartigan@gmail.com) | **LinkedIn:** [linkedin.com/in/liam-hartigan](https://www.linkedin.com/in/liam-hartigan)

## CAREER OBJECTIVE:

---

A technical minded individual with a proven track record of supporting a complex product in a team environment. Actively seeking a position which enables me to leverage both my lifelong technical experience and excellent soft skills.

## TECHNICAL SKILLS:

---

- CRM Software (Zendesk/Salesforce)
- Azure DevOps
- JavaScript
- Python
- HTML/CSS
- SQL / MongoDB
- Git/Bash
- React.js/Node.js
- Postman
- API/REST API
- JSON
- SaaS

## PROFESSIONAL EXPERIENCE:

---

**Launch** **March 2023 - present**

### Product Support Engineer

- Assist client by writing JavaScript formulas to tailor the software functionality to their needs
- Troubleshoot, investigate, and find resolutions for complex bugs
- Meet with client frequently to discuss and guide development of new projects
- Serve as a system expert and a focal point for high level system questions

**LinkedIn** **March 2022 - March 2023**

### Technical Support Representative

- First point of contact for tickets relating to software functionality and expectations.
- Identify any software bugs and relay them to the Dev team for review.
- Access different live client environments to help triage and assist with problems.
- Attend daily meetings to collaborate with the team on more difficult technical issues.

**Direct Technology** **August 2020- March 2022**

### Technical Support Representative

- First point of contact for tickets relating to software functionality and expectations. This includes initial triage of tickets by verifying issues or identifying fixes in multiple environments.
- Become first member of the Team to be able to triage API tasks.
- Host weekly or monthly client meetings to report current ticket status, upcoming software release schedule, and handle general/advanced Q&A regarding software functionality.

**BiosRX** **February 2020 - August 2020**

### Pharmacy Technician

- Operate telephone communications with patients in a professional manner complying to both HIPPA regulations and business policies and procedures.
- Web development for company website: HTML/CSS
- General computer knowledge

## EDUCATION:

---

**University of California - Davis** **Received: August 2019**

- Certificate: Full-Stack Web Development

This was a 24 week intensive course in all things web and software development. I developed my skills here working in small teams in an agile environment with the goal of building fully functioning full-stack applications.