

# Wesley Peak

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## Professional Summary

Accomplished Support Engineer with over 8 years of experience leading and managing support teams in enterprise SaaS and web application domains. Demonstrated success in resolving intricate technical challenges and delivering exceptional customer service, resulting in increased revenue growth and customer satisfaction. Proficient in Python, JavaScript, Rest APIs, SSO, SQL, System and Database Management, with expertise in troubleshooting diverse hardware and software environments. Adept mentor and trainer, fostering team development and product enhancements. Skilled in implementing and refining support processes, leveraging data-driven insights for continual improvement.

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## Skills

Management and Soft Skills: Team Management, Mentoring, Communication, Documentation, Escalation Management, Training

System Admin / DevOps: Terraform, GitLab CI/CD, AWS, Bash, Kubernetes, Docker, Podman, Grafana, Database Management, API, Linux, PostgreSQL, Microsoft SQL server, Windows Server Management, Linux Server Management

Programming: Python, SQL, YAML

Security: Security Automation, Risk and Threat Assessment, Threat Modeling, Observability Configuration

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## Professional Experience

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### Ascension Technologies - SaaS Automation Engineer | Cybersecurity GRC Analyst

02/2025 - Present

- Configure, test, and deploy software as a service platforms to improve business processes and increase productivity of the application security team by 15%.
- Perform technical assessments on incoming and existing software, hardware, and medical devices for organization. These assessments are used to identify security threats across all categories of potential risk (Ex. data encryption, network security, access control etc.)
- Manage and support large-scale integration between software platforms involving transfer of hundreds of thousands of records. This included working with teams on a large data migration project which affected data transfer across the entire cybersecurity organization.
- Manage a server as part of integration, testing integration, running automation and scripting, and troubleshooting issues and server concerns.
- Lead meetings and drive resolution of technical requests of the cybersecurity team. This includes addressing automation requests, configuration, and training.

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### Softek Illuminate - Support Manager | Junior Site Reliability Engineer

06/2023 - 02/2025

- Addressed Kubernetes, server network, storage, containerization, and service management issues reducing SRE workload by 20%.
- Monitored sites daily, assessing potential server risks and catching near miss incidents using and configuring Grafana. This included remote access into servers to resolve potential issues, reducing downtime by 15% and monthly support ticket load by 13%.
- Resolved complex issues relating to HL7 data transformation and management for hospitals and universities, using PostgreSQL, DBeaver, and Microsoft SQL Server.

- Directed support operations, overseeing the handling and allocation of incoming support issues, supervision of assigned engineers, and coordination of client work projects for enterprise class customers. This greatly increased the productivity of developers and increased the overall CSAT rating of support to 88%.
- Led meetings and drove the resolving of technical challenges for the largest clients in the organization, improving customer relations and ensuring satisfaction. This has led to the recovery of three at risk clients.
- Facilitated and managed the transition to Jira Support Desk, collaborating with the data science team to develop and gather accurate data on key performance indicators (KPIs), decreasing time to resolution for tickets by 49%.
- Led the delivery of monthly support retrospectives using data-driven reporting. This led to the creation of data driven metrics and strategy for the support department, improving the handling of outages and patterns of support issues.
- Created and curated documentation for the internal support knowledge base using Confluence. Documentation responsibilities also included the creation of internal training videos and training documentation for customers.

## **Zoom Video Communications - Technical Support Engineer | Dev Support and Integrations 05/2020 - 05/2023**

- Resolved over 2,400 intricate technical issues encompassing Audio/Video, large networks, API integrations (custom and marketplace apps), developer issues, SSO implementation, hardware-related challenges in physical conference rooms, and telephony, which contributed to driving revenue growth from \$2.65 billion in 2020 to \$4.53 billion in 2023.
- Contributed to the Developer Support team, troubleshooting code and integration configurations for some of the company's largest clients. This included escalated cases of high priority.
- Presented, created, and provided integration training and support readiness for 13 different support teams across organization. Mentored and trained support team members, contributing to Zoom's NPS score of 72, one of the highest in their category.
- Spearheaded and led development of a pilot program for the internal support knowledge base, used across the entire support organization. Supervised project contributors.

## **Onspring Technologies - Product QA Analyst | Support Analyst to Senior Support Analyst 01/2017 - 05/2020**

- Supported the Head of QA by actively participating in testing every major release saving them \$40,000+ from having to hire an additional QA Engineer. This involved the development of tests and regression testing to ensure product quality and reliability.
- Collaborated with the Head of UX/UI Design and VP of Product on diverse projects, contributing to the development of a UI Inventory for site navigation. Delivered valuable UX feedback on features, leading to impactful design changes, mock-ups, and input on UI redesign, culminating in a promotion to a hybrid position.
- Provided support for the product, a customizable relational database program. This required proficiency in coding within the program's formula engine (JS Shell), API integration, Single Sign-On (SSO), and conceptual understanding of relational databases.
- Developed multiple API integrations and a Python API library to facilitate seamless integration with the product through our API/SDK.

## **Education**

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Security+ Certification	12/2024
Zoom HIPAA and PHI Compliance Certification	04/2023
Certificate of Completion from Launchcode	04/2017
Bachelors in English from University of Missouri Kansas City	12/2014