

# Wesley Peak

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## Professional Summary

Versatile Technical Writer and Support Manager with over 7 years of experience. Proven track record of creating comprehensive documentation, including engineering content, user guides, API documentation, and internal knowledge bases for engineers and developers. Skilled in translating complex technical concepts into clear, user-friendly content that enhances product usability and customer satisfaction. Expertise in developing training materials, support documentation, and process improvements that have significantly reduced resolution times and increased team productivity. Proficient in Python, JavaScript, Linux Admin, REST APIs, SSO, and SQL, leveraging this technical knowledge to produce accurate and insightful documentation.

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## Skills

Writing, Training, Documentation, Management, Mentoring, Communication, Escalation Management

JIRA, Confluence, Python, HTML/CSS/JS, SQL, Database Management, API, Linux, Next.JS, React, Typescript, Azure, Git, Bash, PostgreSQL, Microsoft SQL server, Windows Server Management, Kubernetes, SSO

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## Professional Experience

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### **Softek Illuminate - Technical Support Manager | Technical Writer** **06/2023 - Present**

- Create and curate documentation for the internal engineering and support knowledge base using Confluence. Documentation responsibilities also include creation of internal training videos and training documentation for customers.
- Direct 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 has greatly increased the productivity of developers and increased the overall CSAT rating of support to 88%.
- 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%.
- Lead the delivery of monthly support retrospectives using data-driven reporting. This has led to the creation of data driven metrics and strategy for the support department, improving the handling of outages and patterns of support issues.
- Monitor sites daily assessing potential server risks and catching near miss incidents using a SIEM tool (Grafana). This includes remoting into servers to resolve potential issues and reducing downtime and monthly support ticket load by 13%.
- Resolve complex issues relating to HL7 data transformation and management for hospitals and universities, using PostgreSQL, DBeaver, and Microsoft SQL Server.
- Address server networking, storage, and service management issues in collaboration with the site reliability team reducing their workload by 14%.

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

- Spearheaded and led development of a pilot program for the creation of the internal support knowledge base. This was used across the entire support organization.
- Managed project for updating documentation for over 365 Zendesk and Zendesk chat macros used by the entire support organization. Supervised project contributors.
- 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.

- 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.

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

- Worked alongside the Head of Training in creating and editing training and support materials. Served as a primary technical writer.
- 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 inter-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 interrelated databases.
- Developed multiple API integrations and a Python library to facilitate seamless integration with the product through our API/SDK.

### **Education**

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Bachelors in English from University of Missouri Kansas City	<b>12/2014</b>
Security+ Certification (Pending)	<b>12/2024</b>
Certificate of Completion from Launchcode (Developer Bootcamp)	<b>04/2017</b>
Zoom HIPAA and PHI Compliance Certification	<b>04/2023</b>