

# Wesley Peak

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## Professional Experience

### **Softek Illuminate**

#### **Primary Technical Support Engineer | Technical Writer**

Jun' 23 - Present

- Manage the support department. Overseeing the handling and allocation of incoming support issues, supervision of assigned engineers, and coordination of client work projects for high-priority clients. This has greatly increased the productivity of engineers and allowed them to focus on development and site reliability.
- 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 in handling outages and patterns of support issues.
- Create and utilize database queries to analyze and resolve complex issues relating to HL7 data transformation and management.
- Address server networking, storage, and service management issues in collaboration with the site reliability team. This has led to higher productivity results from the SRE team.
- Create and curate documentation for the internal support knowledge base using Confluence. Documentation responsibilities also include creation of internal training videos and training documentation for customers.
- 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).

### **Zoom Video Communications**

#### **Technical Support Engineer | Dev Support and Integrations**

May '20 - May '23

- Troubleshoot and resolved intricate technical issues encompassing large networks, API integrations (custom and marketplace apps), developer issues, SSO implementation, hardware-related challenges in physical conference rooms, and telephony.
- Presented, created and provided integration training and support readiness for support teams across organization.
- Spearheaded and lead development of pilot program for the internal support knowledge base used across the entire support team.
- Managed and updated documentation for Zendesk and Zendesk chat macros. Managed project contributors.

### **Onspring Technologies**

#### **Product Team | Support Analyst to Senior Support Analyst**

Jan'17 - May '20

- 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 directly engaging with the product team.
- Supported the Head of QA by actively participating in testing every major release since joining the company. This involved the development of tests and regression testing to ensure product quality and reliability.
- Worked alongside the Head of Training in creating and editing training and support materials. Served as a primary technical writer.
- Provided exceptional 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, and Single Sign-On (SSO).
- Developed multiple API integrations and a Python library to facilitate seamless integration with the product through our API SDK.

### **Education**

Dec'14

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Bachelors in English from University of Missouri Kansas City

### **Skills**

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Management, Mentoring, Python, HTML/CSS/JS, SQL, Database Management, API, Documentation, Training