

# Anna Topping

itsannatopping@gmail.com

603-533-0908

Accomplished, responsible **Customer Success Engineer** with six years of SaaS experience. Always asking questions and learning new skills. Based in Boston, MA.

## Skills

**Development** Javascript, HTML/CSS, SQL, MongoDB, Groovy, Swagger, and a mind for creative problem-solving

**Deployment** AWS, Kubernetes, Azure, Docker, Jenkins, GitHub, TeamCity, and the ability to communicate changes and solutions effectively

**Maintenance** Datadog, Logrocket, MongoDB Atlas, Salesforce, Zendesk, and creating effective written documentation

**Project Management** Jira, Confluence, Agile, Lucidchart, and designing and implementing operational processes

## Experience

### SmartBear | Somerville, MA

#### Customer Success Engineer | April 2023 - Present

- Manage a portfolio of over 60 enterprise accounts while calculating a strategic customer health score from product usage data, account activity, and support backlog.
- Deliver technical training and troubleshooting sessions with users of the SmartBear API tools including ReadyAPI, TestEngine and VirtServer. Maintain a working knowledge of all integrations and CI/CD tools including Jenkins, Azure, and TeamCity.

### Unqork | New York, NY (Q2'20 - Q2'23)

#### Lead Support Engineer | February 2022 - April 2023

- Recruit and coach support engineers to build a team and enable customers to solve complex problems.
- Subject Matter Expert on Devops and SRE subjects, collaborate with engineering on roadmap initiatives and product feedback.

#### Senior Support Engineer | July 2021 - February 2022

- Configured 10 strategic platform monitors in Datadog for early detection of application performance issues and outages to reduce high and urgent support incident backlog.
- Hired and mentored a summer intern who specializes in data analysis to detect customer health trends in ticket backlog datasets.

#### Configuration Support Engineer | January 2021 - July 2021

- Expert in Unqork configuration. Created custom Unqork built tools for internal and external use including a bulk data update tool and priority calculator for incoming issues.

#### Associate Support Engineer | April 2020 - January 2021

- Exercised my exceptional problem solving and strong interpersonal communication skills to work with customers and to help resolve their complex Unqork problems.

### Zero-In | New York, NY (Q3'18 - Q2'20)

#### Web Project Manager | January 2020 - April 2020

- Partnered with full stack developers to create an in-house software for digital media management and content scheduling. Created documentation and migrated users from the legacy system to our new custom solution.
- Managed API integrations with third party vendors and client social media platforms

#### Digital Account Manager | September 2018 - December 2019

- Oversaw the execution for over 30 projects at a time by organizing requirements, timelines, and scope. I worked directly with clients to onboard users to CMS systems and provided excellent customer service with frequent reach outs and check-in video calls.

## Education

### General Assembly | New York, NY

#### Javascript Development | Jan 2020 - April 2020

Mastered the fundamentals of JavaScript and advanced APIs to build a full-functional mobile application.

### Emmanuel College | Boston, MA | Class of 2017

#### Bachelor of Arts in English, Communications, and Media Studies

Art, literature, films, advertisements and technologies that define our culture. 2016 Summer Fellow, Mission and Ministry Campus Leader.