

Anna Topping

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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

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