Brendon Mancini

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PROFESSIONAL EXPERIENCE

Senior Technical Support Engineer   **Remote**
Dynamic Yield   *March 2021 – Present*

- Support Dynamic Yield customers by troubleshooting web, mobile app, API, and email issues
- Guide technical trainings and setup learning environments for new hires
- Investigate first and third party analytics discrepancies (GA, Adobe, Tealium)
- Assist customers in integrating and syncing CRM data into Dynamic Yield's platform
- Lead calls with customers to work through complex / non-reproducible issues
- Update documentation to reflect new features and recent findings
- Improved regional SLA times for Customer Wait and Agent Work times from 93% to 98%
- Increased global CSAT scores by 8% through ticket automation and email re-design
- Conducted technical interviews for global Technical Support Engineer candidates

Freelance Web Developer & Designer   **Denver, CO**
Self-employed   *June 2018- March 2021*

- Developed web applications using React and Node.js, and setup Wordpress and Shopify sites for clients
- Increased web traffic to client site utilizing social media campaigns and SEO best practices
- Worked to create and establish branding guidelines, logos and illustrations

Email Developer   **Remote**
Grubhub   *August 2017 - June 2018*

- Worked with various stakeholders in Grubhub to develop, update, and QA front end pages
- Maintained and updated automated messaging platforms using Sendgrid and Salesforce
- Setup and maintained email campaigns running on Grubhub's various email integrations

Front End Developer   **San Francisco, CA**
Yelp Eat24   *February 2015 - August 2017*

- Created and customized restaurant templates for restaurant partners of Yelp
- Built out self-servicing site generator that pulls restaurant data from Yelp Eat24's API
- Configured DNS settings for customer domains, ran virus removals from our hosting, and updated and maintained externally hosted restaurant partner websites and CMS
- Collaborated with Yelp Eat24's marketing team to code, track, and QA email templates, as well as build and host landing pages related to new campaigns

TECHNICAL SKILLS

Programming	Workflow	Software / Tools
React	Zendesk	Postman
Node.js	JIRA	Chrome DevTools
JavaScript	Github	AWS / Snowflake
SASS / SCSS	Salesforce	Photoshop
SQL	Asana	Illustrator
PHP		VSCode

EDUCATION

New England Institute of Technology   Warwick, RI
Associates in Multimedia / Web Design