Dana Kock

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in linkedin.com/in/danakock

Experience

Software Engineer, Infrastructure
Mixpanel
May 2020 - Present (1 year 1 month +)

Senior Support Engineer
Mixpanel
Jul 2018 - May 2020 (1 year 11 months)

Senior Product Support Engineer
AppDirect
Aug 2016 - May 2018 (1 year 10 months)

Integration Engineer
Vungle
Jun 2015 - Jul 2016 (1 year 2 months)
•Proactively own and manage multiple high-visibility and high-touch customer relationships from a technical perspective.
•Drive issue resolution using standard process/procedures in coordination with supporting resources.
•Apply fundamental troubleshooting skills to issues before escalating to the appropriate group.
•Efficiently solve problems by driving collaboration with customers and coworkers via online ticketing, Skype, video calls, screen sharing, onsite visits, or any other communication medium that gets the job done with the least cost to the customer.
•Evangelize the capabilities of the Vungle SDK to grow our publisher base.
•Conduct outreach with external developers on their turf, including forums, Stack Overflow, and other public discussion areas.
•Create engaging tutorials, blog posts, and sample code for our clients.
•Develop highly effective relationships across all departments.
•Monitor external forums, social networks etc for hard-core technical issues.
•Represent Vungle at hackathons and assist developers with our various SDKs.

Developer Relations Lead / Technical Operations Engineer
Eventbrite
Jul 2013 - Jun 2015 (2 years)
At Eventbrite, we build technology that helps bring the world together through live experiences. We are passionate about connecting experience creators with experiencers. Founded in 2006, Eventbrite has sold over $3 billion in gross ticket sales to date.

Developer Relations Lead (5/14 - 6/15)

Technical Operation Engineer (5/14 - 6/15)
Developer Relations (7/13 - 5/14)
Client Services Associate (7/13 - 5/14)

Expert
Apple
Jul 2009 - Jul 2013 (4 years 1 month)
• Inspired customers and staff to lead team of a high volume store.
• Utilized feedback, assisted, and coached team members to gain technical and customer support knowledge.
• Provided technical support and training on Apple software for customers with a varying range of computing experience.
• Led new employee training and development in both classroom and in-store scenarios, ensuring that employees had the knowledge and confidence to hit the ground running.

Education

University of San Francisco
2007 - 2009

Iowa State University

Licenses & Certifications

Certified Personal Trainer - National Academy of Sports Medicine

Data Analysis Subject - Dataquest.io
BAT6D35RBQ7JS3TF3C2W

Python Programming: Intermediate Course - Dataquest.io
FB0KS68KE6OKWU4JNWZE

Data Analysis with Pandas: Intermediate Course - Dataquest.io
9IM089R8ZZLOA3AQEYVO

Data Cleaning Subject - Dataquest.io
U1QCYWTASISNAXAM5LJO

APIs and Web Scraping Subject - Dataquest.io
VNUZQ498UQNTFAQN2W9E

Skills

Technical Support • Customer Experience • Team Leadership • Go (Programming Language) •
Troubleshooting • SQL • Python (Programming Language) • Pandas (Software) • Engineering