

Eli Wemyss

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Professional Summary

Customer Support Engineer with 4 years of experience in SaaS and cloud environments, specializing in resolving complex technical issues and driving customer success. Proven track record at fast-growing companies like ChartHop and CM Group, with expertise in MongoDB, AWS, JavaScript, and API debugging. After my last role (2023), I completed a 2,200-mile Appalachian Trail thru-hike and earned my FAA Private Pilot Certificate—experiences that strengthened systems thinking, disciplined troubleshooting, and decision-making under pressure. Ready to bring these capabilities to a technical support role.

Professional Development

Appalachian Trail Thru-Hiker

March 2025 – August 2025

- Completed 2,200-mile solo thru-hike, developing resilience, logistical precision, and real-time problem-solving under changing conditions
- Applied systematic troubleshooting to challenges that mirror debugging production systems

FAA Private Pilot Certificate

2024 – Present

- Earned FAA Private Pilot Certificate; pursuing Instrument Rating
- Mastered complex avionics systems, regulations, and decision-making under time pressure
- Reinforced structured thinking and procedural discipline parallel to advanced technical operations

Technical Skills

Languages & Tools: JavaScript, Python, HTML5, CSS3, React, Node.js, Redux, Express.js, MongoDB, SQL, Git, REST APIs, Swagger/OpenAPI, cURL, CI/CD, CLI, Regex, Mocha, Postman, Zendesk, Datadog, Kibana, Salesforce, AWS

Core Competencies: SaaS Technical Support, Incident Response, Root Cause Analysis, API Integration, Cloud Troubleshooting, SSO/SAML/OAuth, SSL/TLS Certificates, Technical Documentation, Customer Communication, Team Leadership, Escalation Management, Quality Assurance

Professional Experience

Senior Customer Support Engineer

ChartHop | March 2023 – September 2023

- Owned enterprise support queue, resolving critical SaaS incidents and maintaining exceptional client satisfaction
- Acted as liaison between customers and engineering; produced clear bug reports and feature requirements
- Diagnosed complex production issues using MongoDB queries, Postman, and JSON debugging
- Collaborated with product teams to identify recurring issues and implement permanent fixes
- Led coding sessions and mentored junior engineers to elevate team's technical skills

Customer Support Engineer

ChartHop | November 2021 – March 2023

- Drove technical integrations and incident resolution for new clients in fast-paced SaaS environment
- Coordinated with engineering during outages, ensuring transparency and rapid resolution
- Created clear, customer-focused documentation and improved QA processes
- Used NPS and CSAT data to drive process improvements and product feedback

Select Support Engineer

CM Group (Sailthru) | July 2020 – March 2021

- Escalation point for VIP clients; resolved critical performance and API-related issues across MongoDB and AWS
- Collaborated with engineering to develop creative workarounds and enhance platform reliability

- Authored technical documentation standardizing complex support workflows

Client Support Engineer

CM Group (Sailthru) | March 2020 – July 2020

- Provided technical support for e-marketing platform via email and phone
- Supported enterprise clients with API integrations and campaign troubleshooting
- Collaborated with product team to improve platform documentation and customer self-service

Technical Support Specialist

CM Group (Campaign Monitor) | September 2019 – March 2020

- Provided Tier 1-2 technical support via email and phone using Kibana Elasticsearch and Chrome DevTools
- Troubleshot email marketing campaigns and supported API-related customer inquiries
- Improved onboarding documentation to reduce repeat support tickets and improve customer self-service

Inside Sales

Yakima Products Inc. | October 2016 – January 2019

- Managed dealer accounts, coordinated with outside sales, and ensured order accuracy and fulfillment

Education

Full-Stack Web Development Program

Thinkful | June 2018 – March 2019

Studied JavaScript, React, Node.js, and full-stack principles; built and deployed multiple responsive web applications

B.S., Sports Administration and Management

Lees-McRae College | August 2012 – 2015

Known for translating technical issues into plain English, remaining calm under pressure, and creating documentation that scales support efficiency. Passionate about building reliable systems, teaching others, and helping customers feel heard—even when the answer is 'no.'