

Holly Wilkalis

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EXPERIENCE

Senior Technical Support Engineer, April 2020 - present

Technical Support Engineer II, April 2019 - April 2020

In addition to typical TSE duties:

- Review ticket responses for teammates and provide feedback on drafts and guidance on investigations
- Participate in training and onboarding for new TSEs
- Collaborate with other internal teams to identify and leverage available resources to assist customers with achieving monitoring goals
- Perform tests to reproduce customer issues and determine if engineering review is needed
- Perform cross-ticket analysis to identify emerging issues and customer trends
- Provide feedback to engineering on bug fixes and proposed new features and assist with basic bug testing when needed
- Contribute to cross-team process improvement efforts

Technical Support Engineer I, June 2018 - April 2019

New Relic, Portland

- Provide support for several New Relic products and features including Browser, Alerts, Synthetics, APIs, query tools, and various user interfaces
- Maintain high customer satisfaction scores while closing a consistently above-average caseload
- Identify and document potential bugs with monitoring agents and user interfaces
- Assist customers in interpreting their performance data and provide guidance on the use of our APIs for customized data collection with the Browser agent
- Contribute to internal and public-facing product documentation libraries

SKILLS

- NRQL (New Relic Query Language)
- APIs
- Javascript
- jQuery
- React
- Angular
- HTML
- CSS
- Node.js
- Webpack
- Bootstrap
- GitHub
- Zendesk
- Adobe Creative Suite: InDesign, Photoshop, Illustrator, Dreamweaver and Flash

EDUCATION

Epicodus — Coding Bootcamp Certificate

October 2017 - April 2018

Studying web development, specializing in React, Javascript, Angular2, HTML, and CSS

Portland State University — B.S., Community Development

September 1998 - May 2001

EXPERIENCE (continued)

Web Development Intern, April 2018 – May 2018

Planet Argon, Portland

- Create single page, component-based site with visual displays of results data from company's 2018 Rails developer survey
- Shadow experienced developers working on a variety of customer projects to learn more about the team's processes, build tools, and best practices

Web Content Migration Analyst (limited duration position), October 2016 – May 2017

Oregon Health Authority, Portland

- Work with small team to migrate more than 2000 pages and hundreds of large asset libraries to a new version of Sharepoint-based CMS
- Create navigation schemes and page layouts for existing content using new mobile-optimized templates and established Bootstrap and CSS styles
- Apply style guides and process documentation to ensure content meets structural and design standards
- Identify and implement improvements to site organization and presentation using newly available content management tools
- Contribute to training and competency standards for web editors

WIC Policy and Publications Coordinator, April 2009 – October 2016

Oregon Health Authority, Portland

- Serve as the lead content manager and editor for program's website, working mostly in a Sharepoint based CMS but with some direct HTML editing as well
- Review the work of program's two other web editors for accuracy and adherence to established web standards
- Create a variety of electronic and print based materials such as program forms, educational handouts, and outreach materials
- Edit Flash-based content for staff e-learning modules
- Provide technical troubleshooting and support for e-learning courses to users around the state, including developing tracking tool to aid in root cause identification and document resolutions