Kristien Templin

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Education:

Morrison University, Reno, NV
- Bachelor of Science, Information Systems
- Associate of Science, Computer Science

Technical Qualifications:

- Database Administration and SQL (MySQL, Firebird SQL, PHPMyAdmin, etc.)
- Multiple programming and scripting languages (Python, C#, RoR, etc.)
- Multiple cloud platforms (Amazon Web Services and Azure primarily) and all modern end-user operating systems (MacOS, Windows, Linux)
- Experience troubleshooting and configuring containers and images for Docker
- Knowledgeable in Cybersecurity practices and attack vectors

Work History:

Lead Technical Support Engineer

data.world   Reno, NV   May 2021 – June 2023
- Deployed an updated support ticketing system in Jira to replace Zendesk
- Helped with expanding the support team from two engineers to a team of seven

Advanced Technical Support Engineer III

Coupa Software   Reno, NV   February 2019 – March 2021
- Supported the global support organization by working directly with operations and development to identify and resolve issues facing our customers
- Training and mentoring the front-line support engineers on an as-needed basis

Senior Technical Support Engineer II

Coupa Software   Reno, NV   January 2018 – February 2019
- Actively trained and assisted my fellow engineers to be the best support team possible
- Mentor to a majority of the US support team

Technical Support Engineer II

Coupa Software   Reno, NV   August 2015 – January 2018
- Providing enterprise technical support for Coupa's best-in-class cloud-based spend management solution, both internally and to some of the most influential companies on earth

Documentation & Technical Support Specialist

PC-Doctor, Inc   Reno, NV   August 2012 – August 2015
- Writing internal and external technical documentation for a range of audiences
- Provide technical support for multiple software solutions to address customers' needs, ranging from end-users to multi-national corporations

Manager in Charge

PC Club   Albuquerque, NM   January 2008 – August 2008
- Directed daily store operations through merchandising, inventory control, and cleanliness standards
- Led and executed all company initiatives ensuring sales and profitability goals were exceeded

Work History (continued):

Computer Technician

PC Club   Reno, NV   January 2007 – January 2008
- Recorded information about parts and repair procedures for customer computers
- Inspected, operated, and tested computer systems to diagnose malfunctions

Network Technician

Charter Media   Reno, NV   May 2003 – October 2006
- Configured and maintained ad-insertion servers and networks across multiple locations
- Designed and implemented a Virtual Private Network solution for communication between sites as a cost-saving replacement to existing point-to-point T1 connections