

Michael Martens

CELL (770) 789-4686 • E-MAIL omichaelaaron@gmail.com / michael.martens@mailchimp.com

PROFICIENCIES

HTML, CSS, NodeJS, DNS Management, API. Some familiarity with React, PHP, MySQL, Kubernetes

EXPERIENCE

Mailchimp (Apr 2021 - Present)

Technical Support Engineer

- Aiding Support Reps with advanced support where needed
- Leading formation of TSE Tooling team with a focus on maintaining and scaling current tools
- Overhaul of DNSChecker, an internal tool used for troubleshooting domain authentication and connection
 - Added web connection, Mandrill authentication checks, improved usability and error handling
- Creation of Macrobot and MacrosApp used for surfacing Support Macros
- Maintenance and scaling of SupportBot where needed and leading rebuild of the bot on Slack's BoltJS platform for use with Slack Workflows (including development of SupportBot-Slack)
- Completed 2021 Privacy Ambassador program (certification pending)
- Cross-functional collaboration where needed, including roll-out of Support response for Apple Mail Privacy Protection
- QA testing for Mandrill Verify_TXT changes and other Mandrill updates

Mailchimp (Apr 2020 - Apr 2021)

API/Transactional Specialist

- In addition to regular Support Technician requirements, providing in-depth support for both our Marketing and Transactional APIs
- Required fluency in non-Mailchimp/Mandrill lingo being used to interact with our apps
- Required fluency in multiple in-app workflows (Mailchimp and Mandrill using separate GUI interfaces)
- Member of the Macros Task Force, Privacy Ambassadorship, and Support Insight Sessions programs
- Lead the effort to transition Transactional Zoom Demos to a Google Slide Deck for consistency in presentation from client to client

Mailchimp (Oct 2019 - Apr 2020)

Customer Support Technician

- Providing timely, accurate technical support via online chats and email across a wide variety of subject matter
- Maintaining multiple chats and emails at a time while prioritizing and remaining efficient and accurate
- Member of the *Domains Task Force*, providing support to users and acting as an expert for agents -- focusing on DNS management, JIRA and other types of feedback monitoring

18.21 Bitters (2018 - Present)

Content Creator

- Providing content in the form of promotional materials, product catalogs, retail displays, video, and company swag

Sun in my Belly (2016 - Present)

Director of Tech & Branding (2018 - Present)

Front of House Manager (2016 - 2018)

- GSuite platform implementation, admin maintenance, and training
- Creating data analytics and payroll processes company-wide including ADP (Automatic Data Processing)/payroll responsibilities
- Website design and maintenance (Wordpress)
- Encouraging customer relationships by optimizing business to customer communication
- Improving upon technical capabilities of the restaurant including POS technology, WiFi, and Audio Visual
- Managing marketing efforts including video production, ad copy, graphic design, and product development
- Engaging with customers via social media, review sites, and email campaigns
- Implementing eco-friendly initiatives company wide (composting, biodegradable supplies, etc..)

O'Brother Music LLC (2006 - Present)

Owner/Manager/Drummer

- LLC Chief Operator, world-wide tour management including budgets, payroll, logistics, and accommodations
- Management of branding/marketing efforts

Amigo Auto Sales (2013 - 2015)

Marketing Director

- Managing marketing efforts including print, web, social media, radio, billboard, and in-store campaigns
- Online inventory management including data entry and inventory photos/videos
- Creation and implementation of Customer Relationship Management system

Fini's Pizzeria (2008 - 2012)

Server

- Customer focused food service; Inventory of alcohol and general restaurant supplies

Boxercraft Inc (2006 - 2008)

Receiving Supervisor (2006 - 2008)

- Supervision of a team managing all incoming goods

EDUCATION

Associates Degree, Small Business (2006) // Gwinnett Technical College, Lawrenceville, GA

Specialization in Graphic Arts (2003) // Maxwell High School of Technology