

# Nicholas Williams

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I am a software engineer with experience creating front end, command line, and fullstack web apps. During my career in marketing tech, I mastered the ability to convert bad user experiences and troubleshoot cases into actionable feedback for the R&D teams. My passion for problem-solving led me to become a developer to help build strong solutions.

## Recent Experience:

### Sizmek – Sr. Support Engineer

November 2017-Feb 2019

- Provide Tier 2 Support on technical escalations from customers and employees on all Sizmek platforms
- Coach Tier 1 engineers on new platforms as a subject matter expert for DSP and DMP cases
- Provide platform admin support to resolve access issues for employees and external users
- Boost new platform readiness through user acceptance testing (UAT) on behalf of R&D teams
- Ensure customer happiness and communication while consolidating Help Centers and support processes

### Rocket Fuel – Support Team Lead, Case Management

March 2017-November 2017

- Decrease internal escalations by 30% while serving as an escalation point for ~\$200 million of SaaS business
- Manage my team's monthly SLA violations to < 3 monthly by creating custom dashboards in Zendesk and JIRA
- Scope out training opportunities for fellow support team members and internal customers
- Evaluate the content health of the knowledge center as a KCS Coach on a weekly basis
- Lead weekly meetings for continuing education and discussing trending and current issues
- Represent the team on various cross-functional teams for new product deployments

### Rocket Fuel – Senior Analyst, Support Operations

January 2015-March 2017

- Directly support a stack of global DSP customers (\$15 mil annual value) for optimization and technical advice
- Administer 24/7 emergency notification support with external customers in mind via Pager Duty & other tools
- Exceed a monthly average customer happiness score 95% on solved tickets
- Collaborate with all internal teams to provide quick solutions and best practices for SaaS customers
- Accelerate customer self-sufficiency by building a new culture of Knowledge Center Support via Zendesk
- Increased product stability by conducting biweekly UAT on pre-production environments to identify critical bugs

### Rocket Fuel – Operations Analyst

September 2013-January 2015

- Traffic display, mobile, and Facebook campaigns to comply with ordered targeting restrictions and goals
- Troubleshoot creative and delivery issues on an average of 50 active campaigns and \$1.25 million per quarter
- Proactively support mid-market sales and fellow operation teammates with campaign optimization

## Education:

Fullstack Web Developer Certification

Northwestern University School of Professional Studies, Chicago, IL

Bachelor of Arts in Communication, Minors in Asian Studies & Studio Art

Lake Forest College, Lake Forest, IL

## Product Knowledge & Skills:

HTML5, CSS, Git, JavaScript, Node.js, Express.js, React, Handlebars, MySQL, NoSQL, Github, KCS Foundation Certified, Zendesk, JIRA, Programmatic & Social Network Ad Serving, Everbridge, Adobe Creative Suite, Google Apps, and MS Office Suite