Olivia Wissig

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Results-driven professional seeking a challenging role where I can leverage my experience in technical implementation, support, and quality assurance to drive excellent project delivery and customer satisfaction. Committed to utilizing my strong communication and problem-solving skills to collaborate effectively with cross-functional teams and contribute to the success of the company.

WORK EXPERIENCE

Sales Engineer
OpenWeb • New York, New York (Remote: Los Angeles, California)   2024 - Current

- Created interactive mockups for customer demos using HTML, CSS, and Javascript to replicate publisher articles with OpenWeb products. Delivered mockups to customers alongside the commercial teams to sell and upsell OpenWe products.
- Presented a thorough understanding of OpenWeb products and explained complex technical solutions in a clear and concise manner to prospective customers and helped them understand how certain products may meet their specific needs.

Technical Implementation Manager (Interim)
OpenWeb • New York, New York (Remote: Los Angeles, California)   2022 – 2022

- Created implementation plans for all onboarding customers including timelines, milestones, and technical overviews to ensure successful technical implementations of all OpenWeb web products.
- Acted as a liaison between technical teams and non-technical stakeholders such as project managers, senior management, and third-party companies to communicate project alignment.

Support Engineer
OpenWeb • New York, New York (Remote: Los Angeles, California)   2021 – 2024

- Utilized the ZenDesk and Salesforce ticketing platform to provide technical assistance and support to customers of all tiers about bugs or issues with OpenWeb products.
- Diagnosed and troubleshooted all technical issues reported by customers to identify and resolve promptly. Communicated and appropriately escalated all complex development issues to R&D, and tracked throughout development sprint to relay status and completion to customer.
- Created and maintained comprehensive documentation including FAQs, knowledge base articles, and product troubleshooting guides to assist internal commercial teams.

Home EcoSystem Wireless QA Engineer (Corporate Development Experience)
Apple Inc. • Cupertino, California   January 2021 - June 2021

- Experienced in-depth, hands-on functional testing and troubleshooting of bluetooth and wireless issues with unreleased Apple devices using Thread technology.
- Leveraged programming and scripting skills in python by automating test suites to improve product efficiency and overall Thread technology behavior.

EDUCATION/EXTRACURRICULAR

San Francisco State University
B.S., Computer Science • *San Francisco, California*
De Anza College
Focus in Computer Science • *Cupertino, California*
Intercollegiate Basketball
First-Team All-League for CCCA

TECHNICAL SKILLS

Languages/Frameworks/Tools
JavaScript, Python, HTML, CSS, React, React Native, git, C/C++, Ruby, MySQL

Applications
MOffice, GSuite, iCloud, Github, Slack, XCode, VSCode, JetBrains, Jira, Postman, SFDC, Notion