Olivia Wissig

oliviawissig.com | oliviawissig@gmail.com | Los Angeles, California

Detail-oriented sales engineer with experience in advertising technology and publishing, looking to bring my troubleshooting and development skills to a company where I can produce quality code and continue to grow as a skilled software engineer.

Work Experience

Sales Engineer

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

- Supporting the business development team by setting proper technical and project expectations to customers when joining sales calls, improving the speed and quality of the customer transition from pre-sales to implementation, and creating interactive mockups to demonstrate for customers.
- Working with OpenWeb's implementation team to create realistic implementation plans for new customers that include timelines, milestones, and trainings to ensure successful implementations.

Support Engineer

OpenWeb • New York, New York (Remote: Los Angeles, California)   2021 - 2024

- Utilized the ZenDesk and Salesforce platforms to complete tickets and provide technical assistance and support to customers of all tiers about bugs or issues with OpenWeb products.
- Communicated and appropriately escalated all complex development issues to R&D, and tracked issues throughout development sprints to relay status and completion to the customer.
- Created and maintained comprehensive technical documentation including knowledge base articles, frequently asked questions, and product guides to assist and teach internal commercial teams.

Technical Implementation Manager (Interim)

OpenWeb • New York, New York (Remote: Los Angeles, California)   April 2022 - August 2022

- Helped finalize and enforce implementation plans for all onboarding customers including timelines, milestones, and trainings.
- Acted as a liaison between technical teams and non-technical stakeholders like project managers, senior management, and third-party companies to communicate project alignment.

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.
- Wrote automation test scripts in Python to improve QA process 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 & Github, C, C++, MySQL, RESTful APIs
Applications
MOffice, GSuite, iCloud, Github, Slack, XCode, VSCode, JetBrains, Jira, Postman, SFDC, Notion