Olivia Wissig

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Experienced Sales Engineer with a solid background in advertising technology and publishing. Skilled in troubleshooting and development, seeking to leverage these abilities to contribute to a dynamic organization. Eager to develop high-quality code and continue professional growth as an engineer.

Experience

OpenWeb   New York, New York (Remote)

Sales Engineer   January 2024 - Current
- Supporting Business Development by setting proper technical and project expectations for customers, improving the quality of the customer transition from pre-sales to implementation, and improving the time taken to launch by 30%.
- Developing interactive mockups in HTML, CSS, and Javascript to demonstrate to customers how OpenWeb products can most optimally appear on their sites with product choice and ad placement.
- Working with project managers to create realistic implementation expectations considering different development environments, cross-department collaboration, technical stacks, and more.
- Curating and delivering training sessions about all products and features to educate commercial teams.

Support Engineer   July 2021 - January 2024
- Streamlined customer support operations by leveraging ZenDesk and Salesforce, successfully resolving tickets within SLAs and enhancing customer satisfaction scores by more than 20%.
- 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. Helped limit escalations to the development team to under 35% of all tickets.
- Created and maintained technical documentation including knowledge base articles, external-facing materials, and product guides to teach internal commercial teams.

Technical Implementation Manager (Interim)   April 2022 - August 2022
- Led customer projects to implement OpenWeb products on customer sites across 3 or more departments including project management, engineering, and editorial teams.
- Limited possibilities for project delay by acting as a support engineer and resolving all bugs and issues without additional involvement or discussions.

Apple Inc.   Cupertino, CA (Remote)

Home EcoSystem Wireless QA Engineer *(Corporate Development Experience)*   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 overall Thread technology behavior, and analyzed data results in Wireshark.

Education

San Francisco State University   2020
San Francisco, CA   B.S., Computer Science

De Anza College   2017
Cupertino, CA   Focus in Computer Science

Skills

Technical: JavaScript, TypeScript, Python, HTML, CSS, git, RESTful APIs, SQL

Libraries & Frameworks: React, React Native, Next.js, Tailwind

Applications & Services: Microsoft Office, Google Suite, iCloud, Github, Slack, XCode, VSCode, JetBrains Suite, Jira, Postman, Salesforce, Notion, Zendesk

Projects

Alore - A landing page for Alore, a musical group who believes in making memories though melodies.
- Built with: React, CSS, Javascript, EmailJS
- Features: Functional Contact Form

Issue Tracker - A Next.js app to track issues for specific users.
- Built with: Next.js, Tailwind, TypeScript, Prisma
- Features: New Issue Form, CRUD operations

Firegram - A site to upload images that allows certain permissions for registered users.
- Built with: React, CSS, Javascript, Firebase
- Features: Image upload, React Hooks