

ROBERT HEMFELT

TECH SUPPORT AND QA ENGINEER

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SUMMARY

QA engineer and support professional with a history of working in technical customer support and engineering in the SaaS startup industry. Skilled in Search Engine Optimization (SEO), Search Engine Marketing (SEM), JavaScript, bug escalation, technical support, and both phone/email account support.

EMPLOYMENT

OwnLocal, Quality Engineer, Austin, Texas

Apr 2017 - Jul 2017

QA tester for the OwnLocal Engineering team as well as bug escalation agent providing fixes and diagnostics for L3 UI/UX bugs.

Created and executed test plans for new features, bug fixes, and all weekly product releases. Test plans included functional, validation, end-to-end, and regression testing. Other engineering tasks included writing JSON config-driven parsers, continuous integration deployments in CircleCI, as well as creating weekly release branches to push new features into production.

OwnLocal, Senior Technical Support Representative, Austin, Texas

Jul 2015 - Apr 2017

Provided account/product support and managed monthly client SEO reporting on the OwnLocal support team. Duties included phone and email account support through Zendesk, new order fulfillment, and intra-company technical support through Jira.

Moved from L3 CSR to Senior Technical Support Representative providing L3 technical support to both clients and colleagues. Created and maintained OwnLocal's first issue tracking system as a bug escalation agent between the support, product, and engineering teams.

OwnLocal, Data Integrity Analyst, Austin, Texas

Dec 2014 - Aug 2015

Quality assurance at high growth SaaS digital ad platform for SMBs.

PROJECTS

Project manager for monthly SEO reporting

Coordinated the monthly SEO reporting project from report pdf generation to L2 account support/feedback. Coordinated a team of 5-15 CSRs at the first of each month to QA, troubleshoot, correct, and send out 100,000 reports under stringent time considerations.

Created and maintained the monthly SEO reports master list still used by OwnLocal to house, organize, edit, and send all 500,000+ total SEO report pdfs to date. Initiated metrics tracking for the SEO reporting for the first time to create goals for both the quality and quantity of the report PDFs.

Bug escalation SLA

Created and implemented bug escalation processes integrating Jira with Zendesk and Slack. Wrote and maintained OwnLocal's first SLA for all bug investigation, priority level, expectation, communication, and resolution. Acted as liaison between product, engineering, sales, and support to coordinate issue tracking.

New hire training materials

Wrote the manual for new hire CSR training for bug escalation and monthly SEO reporting. Created and maintained Confluence documentation for common Zendesk tickets, QA processes, technical troubleshooting, and bug fixes.

End-To-End FVT Script

Created and implemented end-to-end functional verification testing before every product release. Created a release branch every week to run end-to-end FVT on and had final authority over deploying and merging release branches into production. The end-to-end FVT process an iterative and collaborative series of tests as new features were added and new bugs were discovered.

SKILLS

CODING LANGUAGES

SQL
CSS
HTML
Ruby on Rails
JavaScript

CODING TOOLS

Zapier
Docker
FTP
Rollbar
GitHub
Jira
CodeClimate
Kibana/Elastic Search
CircleCI

DIAGNOSTICS

Node.js
AWS API Gateway
Fastly
AWS StepFunctions
Rest API
AWS Lambda
OAuth

SUPPORT TOOLS

Trello
Google AdWords
Wufoo
Mailchimp
Trackvia
Desk (Salesforce)
Zendesk

AWARDS & CERTIFICATIONS

Google AdWords Fundamentals

Certified by Google AdWords to manage SEM campaigns

Jan 2016

Yext Certified Partner

License #0000004238

Oct 2015

President's List

Spring President's list for earning a 4.0 while taking 12+ hours at Collin College.

May 2012

EDUCATION

Collin College

Associate of Arts 2012

University of Houston

2012-2014