Marko Pance

University of California, Berkeley
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B.A. Economics, GPA: 3.2
Advanced Chinese Language certificate

EXPERIENCE

Fireblocks   San Francisco, California
Support Engineer (US West)   *November 2023 - present*

-Demonstrated proficiency in diagnosing and resolving complex problems for B2B institutional customers under pressure, employing effective time management and prioritization skills within a 24/7 operational environment, including weekends and holidays.
-Managed high-priority support tickets involving Javascript and Python based API integration and performance issues, providing expert guidance and troubleshooting using observability and log data tools like Coralogix.
-Troubleshooting cloud-based integrations on AWS and Azure. Utilized data warehouse SQL assistants (Hue, snowflake) to write SQL queries that assist technical troubleshooting.
-Developed deep knowledge of public key cryptography, including digital signing algorithms such as ECDSA and EDDSA. Applied this expertise to ensure accurate digital signature implementations.

Magic Eden   San Francisco, California (remote)
Technical Operations Associate   *April 2022-April 2023*

-Provided technical customer support as an integral member of a 4-person customer support team responsible for 24/7 coverage in a fast-paced, dynamic environment.
-Acted as a constant liaison between customer support and engineering, helping to triage, troubleshoot and resolve issues. Designed and implemented Intercom chatbot and designed automated chatbot troubleshooting flows using APIs.
-Created internal software tools for the Operations department, including a scheduling tool, troubleshooting tool and wash-trading detection tool built in full-stack Javascript and leveraging internal APIs allowing us to quickly remove suspicious collections from our 'Popular collections' page.

Fast   San Francisco, California
Technical Customer Support (3rd hire on the team)   *December 2020-April 2022*

-Provide end-to-end customer support solving over 6000 tickets through phone/social media/ticketing software (Zendesk)
-Played a crucial role in crafting early CS processes and standard operating procedures to help scale CS org to over 30 people, including creating onboarding documentation in Notion and helping to onboard/train new employees.
-Installed Fast Checkout buttons on over 50 merchants which involved extensive styling using HTML/CSS as well as creating customized snippets in Javascript to adhere to customer requests.
-Designed and used SQL queries for use in querying our databases and troubleshooting customer issues (designed some crucial SQL queries that are still in widespread use throughout the org). Used Datadog, Fullstory, Rockset, Jira, Snowflake.

SKILLS

Javascript, HTML, CSS, Databases (Mongodb, Postgres), API's, scripting, bash, terminal, github, React, MySQL, jQuery, REST, Heroku, AWS, Cloud computing, Node.js, Express.js, JSON, Python, data analysis, SQL, Bitcoin, Solana and Ethereum blockchain, NFTs, blockchain, Rust, Solidity, HTTP, troubleshooting, customer support, databricks, datadog, firebase, nginx, microservices, coralogix, OAuth, Kubernetes