Spencer Attick he/him

Senior Success Engineer &
Product Tech Lead

Education
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Hack Reactor | September 2017
Advanced Software Engineering Immersive

Towson University | December 2013
Bachelor's Degree - Secondary Education/English
Bachelor's Degree - Deaf Studies

UC Berkeley Extension | May 2019 - present
Certificate of Drawing
Certificate of Painting

Harvard University | March 2018
Introduction to Computer Science Online

Stanford University | March 2017
Self-Paced Computer Science 101

Udemy | Ongoing
Advanced CSS and Sass
The Complete React Native/Redux Course
AWS Serverless APIs and Apps
Modern React with Redux
The Complete Flexbox Tutorial
ES6 JavaScript

Volunteer Experience
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Reading Tutor | *Reading Partners* | *Hillside Elementary (Remote)*
San Leandro, CA April 2021 - 2022

STEM Mentor | *Techbridge Girls | Montera Middle School*
Oakland, CA April 2018 - July 2018

Volunteer Coordinator | *Rebuilding Together*
Berkeley, CA June 2015 - August 2015

Cyclist/Fundraiser/Advocate | *Bike & Build*
Everywhere, USA June 2013 - August 2013

Professional Experience
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Senior Success Engineer - Product Tech Lead | *Segment*
San Francisco, CA *January 2021 - present*
- *Create onboarding content and experience for new hires*
- *Establish and maintain cross-functional relationship with R&D*
- *Lead as technical resource for several key products for the team*

Enterprise Team Lead - Success Engineer | *Segment*
San Francisco, CA *November 2019 - January 2021*
- *Lead team to deliver best in class support to enterprise customers*
- *Create and monitor processes built to resolve customer concerns efficiently*
- *Work cross-functionally with account and engineering teams to provide quick and lasting resolutions to customer concerns*

Success Engineer | *Segment*
San Francisco, CA *July 2018 - November 2019*
- *Provide high-quality support to customers who use Segment's technical product*
- *Instrument documentation reviews and updates*
- *Collaborate to deliver metrics-driven initiatives geared towards better serving customers*

Program Manager | *Reading Partners*
Oakland, CA *January 2018 - May 2018*
- *Problem solved with, supported, and oversaw 8 AmeriCorps members*
- *Ensured high-quality literacy intervention took place at four elementary school sites*
- *Led team in delivering high quality literacy instruction through broad volunteer base*

Classroom Teacher | *Oakland Unified | Brookfield Elementary*
Oakland, CA *August 2016 - June 2017*
- *Pioneered technology use in the classroom*
- *Collaborated with other educators around favorable student outcomes*
- *Started and managed school-wide coding/STEM club*

Contact
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✉ spencer.attick@gmail.com   in LinkedIn   ⬤ Github

✎ Medium Blog   🗒 Portfolio