TESS BISHOP

Production Support Engineer

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Summary

Experienced Production Support Engineer with expertise in Digital Banking software and 3rd party integrations. Committed to improving relationships with bank customers through quick and accurate solutions.

Education

General Assembly   December 2020

Software Engineering Certificate of Completion (480 hours)

Temple University   May 2012

Bachelor of Arts in Advertising

Technical Skills

- Extensive use of Salesforce, Jira, Visual Studio, Microsoft, SQL Server
- Completed an intensive software engineering bootcamp with a focus on full-stack development
    - JavaScript, React, Node.js, and PostgreSQL, SQL
- Basic understanding of Java and object-oriented design
- Basic understanding of Python

Professional Experience

Bottomline Technologies   March 2021 - Present

Production Support Engineer

- Immediately provide value by contributing to the reduction of backlog and ability to move to specialized support model for many customers.
- Lead management and project resolution of major incidents with High Value Customers
- Developed and maintained knowledge base articles for technical issues and FAQ.
- Managed high-volume caseload for a $25M product with strict SLAs.
- Address issues with configuration files including XML, JSON, SQL, CSV, and XHTML to root out and fix issues in live and staging environments
- Resource for Project team to pick up overflow changes to customer environments

Powderbird Helicopter Skiing   December 2018 – April 2019

Sales Representative

- Developed relationships with new and existing clients.
- Managed communication exemplified by clear and concise written explanation of service offerings.

General Assembly   January 2014 – May 2016

Outcomes Producer/Audience Developer

- Developed relationships between students/job seekers to help 150+ students secure jobs.
- Collaborate across teams to produce monthly marketing events creating a pipeline of new students.