

TERRY LIPPINCOTT

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PROFESSIONAL SUMMARY

With over 15 years of experience in the technology sector, I am a results-driven professional with a passion for customer engagement and problem-solving. My background in technical support and software deployment aligns perfectly with Iterable's mission to deliver exceptional customer experiences through innovative solutions. I have a proven track record of translating complex technical concepts into user-friendly language, which not only enhances user satisfaction but also empowers customers to maximize their use of technology. I am seeking a role that is more customer-focused, where I can leverage my expertise in SaaS and my passion for startup culture to drive growth at Iterable. I am eager to contribute to your dynamic team and help shape personalized customer journeys.

EXPERIENCE

Software Engineer

Jun 2018 – Jun 2024

SPINS | Chicago, Illinois (Remote from Hawaii)

- Diagnosed, debugged, and resolved software-related issues, leveraging advanced programming skills to enhance system performance and user satisfaction at every interaction.
- Transformed complex technical solutions into clear, user-friendly explanations, ensuring non-technical stakeholders can effectively utilize the products.
- Facilitated the seamless deployment of new software, ensuring rapid user setup and minimal disruption to enhance customer experience.
- Configured and managed user accounts, access rights, and permissions, upholding robust data security and compliance standards.
- Delivered tailored training sessions, both personalized and group formats, significantly empowering users and reducing support volume by 30%.
- Served as a subject matter expert on proprietary systems, guiding troubleshooting efforts to ensure quick resolutions for customer inquiries.
- Analyzed logs and data transfers to proactively identify and address issues, improving overall system reliability and customer satisfaction.
- Developed automation tools for repetitive help desk tasks, enhancing operational efficiency and freeing up resources for higher-level customer support.

Student

Jan 2017 – Apr 2017

General Assembly | Chicago, Illinois

- Completed intensive full-stack web development course (70+ hours/week).

Computer Programmer

Sep 2010 – Jun 2016

State of Michigan | Lansing, Michigan

- Provided statewide support and swiftly resolved application and data-related issues, ensuring minimal downtime for users and enhancing overall service quality.
- Trained end users to boost their independent troubleshooting skills, fostering a more knowledgeable user base and reducing reliance on support.
- Led the successful statewide deployment of application upgrades, coordinating efforts to ensure smooth transitions and minimal disruptions.
- Created comprehensive technical documentation and user guides, significantly reducing support inquiries and enhancing user understanding of the product.
- Delivered multi-channel help desk support through phone, email, and remote assistance, ensuring timely and effective resolutions to customer needs.
- Utilized SQL skills to resolve access and data modification issues, maintaining compliance and ensuring user satisfaction with timely solutions.

Data Analyst

Jun 1996 – Sep 2010

State of Michigan | Lansing, Michigan

- Co-developed an innovative digital ID system for the Department of Corrections, enhancing security and operational efficiency.
- Managed user access for the Visitor Tracking system, ensuring compliance and streamlining user management processes.

- Designed and built custom desktop applications to optimize workflows, directly contributing to team productivity and operational success.
- Provided IT support for a 25-person team, effectively addressing all hardware and software needs to maintain seamless operations.
- Collaborated with leadership to develop automated operational solutions, improving efficiency and reducing manual workload across departments.

SKILLS

Languages: SQL, JavaScript, VBA

Front End: HTML, CSS, Bootstrap

Other: GitHub, Visual Studio, Jira

EDUCATION

Michigan State University, Bachelor of Arts

East Lansing, Michigan