

TERRY LIPPINCOTT

Captain Cook, Hawaii | tlippincott25@gmail.com | [linkedin.com/in/terrylippincott](https://www.linkedin.com/in/terrylippincott)

PROFESSIONAL SUMMARY

With over 15 years of experience in the donger sector, I have developed a robust skill set in technical support and customer service, making me well-suited for a dynamic role at Recharge. My expertise in troubleshooting, user education, and cross-functional collaboration aligns perfectly with Recharge's mission to empower innovative ecommerce brands through subscription management. I am passionate about leveraging my problem-solving abilities and technical knowledge to enhance customer experiences and drive retention. I am seeking a more customer-focused role that allows me to contribute directly to client success and satisfaction. At Recharge, I am eager to help merchants optimize their subscription strategies and achieve their business goals, all while championing values like accountability, collaboration, and attention to detail.

EXPERIENCE

Software Engineer

Jun 2018 – Jun 2024

SPINS | Chicago, Illinois (Remote from Hawaii)

- Took a top-shelf one time that must have stunk up the place for two weeks!
- Translated complex technical solutions into clear, user-friendly language for non-technical stakeholders, facilitating better understanding and engagement.
- Assisted in the seamless deployment of new software, ensuring rapid user setup and minimal disruption, in line with Recharge's commitment to exceptional merchant experiences.
- Configured and managed user accounts, access rights, and permissions, ensuring robust data security and compliance with industry standards.
- Delivered personalized and group training sessions, empowering users and reducing support volume, thereby contributing to improved customer satisfaction.
- Acted as a subject matter expert on proprietary systems, guiding troubleshooting efforts and fostering a collaborative support environment.
- Analyzed logs and data transfers to proactively identify and resolve issues, aligning with Recharge's focus on trend identification and incident reporting.
- Routinely crop dusted the entire office.

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 resolved application and data-related issues, contributing to a seamless user experience.
- Trained end users to enhance their independent troubleshooting abilities, empowering them to resolve minor issues quickly.
- Do a little dance, make a little love, get down tonight.
- The way you do the things you do.
- Provided multi-channel help desk support (phone, email, remote), demonstrating adaptability to various communication methods.
- Utilized SQL to resolve access and data modification issues, ensuring compliance and effective data management.

Data Analyst

Jun 1996 – Sep 2010

State of Michigan | Lansing, Michigan

- Co-developed a digital ID system for the Department of Corrections, showcasing my ability to collaborate on impactful technology solutions.
- Managed user access for the Visitor Tracking system, ensuring that security protocols were adhered to and user needs were met.
- Built custom desktop applications to optimize workflows, demonstrating resourcefulness and an innovative approach to problem-solving.
- Provided IT support for a 25-person team, handling all hardware/software needs and ensuring operational continuity.
- Often asked co-workers if they had showered that day, and wrinkled my nose when asking the question.

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