I SAAC VAN MECHELEN

Tacoma, WA 98406   (253) 720-7308   isaacv@uw.edu

"You miss 100% of the shots not taken."

INTEL ANALYST • TS/SCI
DETAILED • FLEXIBLE • PERSISTENT

Keen analytical mind seeking career finding solutions accelerated by big data, advanced systems and technology. An individual responsive to changing needs and priorities honed by wide exposure to high stress and up-tempo environments. A team player with articulate and effective communication delivered by a strong cognizance and sharp aptitude for rapidly presenting complex ideas to a diverse audience.

EDUCATION & TRAINING

Masters of Science in Geospatial Technologies, *University of Washington,* Tacoma, *WA*	Current
US Army ROTC Green to Gold, *Pacific Lutheran University,* Parkland, WA	Current
Basic Leader Course – Commandant's List, *Henry H. Lind NCOA,* JBLM, WA	2019
Bachelor of Arts in Communication, *Pacific Lutheran University*, Parkland, WA	2009

LEADERSHIP AND TECHNICAL EXPERIENCE

FMV Mission Manager

201ˢᵗ E-MIB, JBLM, WA   2018-2019

- QA/QC of classified remote sensing products requested by forward customers
- Supported target identification and operational patterns for Corps and Division training & missions
- Developed working aids to process, exploit, and disseminate military tactics using robust technology

EW/Signals Intelligence Analyst – MOS35N20

US DoD, Washington, DC   2015–2019

Customer Success Manager

SAP formly CallidusCloud, Pleasanton, CA   2013–2014

- Delivered SaaS services on a B2B level troubleshooting for big data tools, i.e. Tableau, JIRA, Totango
- Managed $2M in recurring revenue for 200+ customers while increasing annual renewals by 25%
- Provided CxO level users with various use cases for leveraging marketing automation

Account Manager

Electronic Arts – PopCap Studios (PRO Unlimited), Seattle, WA   2012

- Managed digital asset migration from legacy PopCap Studios games to EA servers
- Maintained JIRA bug requests for in-game artwork and advertising campaign projects
- Tested 10-20 game interstitials per day for major casual gaming titles; Bejeweled, PvZ, and LGC

Technical Account Manager

AT&T Mobility Labs (Tekmark Global Solutions), Redmond, WA   2010–2012

- Organized assets for multi-million dollar lab projects
- Assisted in 3G to 4G LTE testing on GSM backbone for IPv6, VoIP, VoLTE, VPN, WAN
- Staged server stacks from vendors including Cisco, Juniper, F5, Sun/Oracle, HP, IBM, NetScout

REFERENCES AVAILABLE UPON REQUEST

Complaint Analyst Intern   2009

WA Attorney General, Tacoma, WA

- Analyzed tax payer complaints in accordance with the Consumer Complaint Division and NAICS
- Informally mediated consumer and business transactions under Consumer Protection Act
- Completed all complaints within the 30 days allotted by the Attorney General

Customer Support Associate Seasonal   2009-2010

Nintendo (Parker Staffing), Redmond, WA

- Succeeded in hitting time allotted quotas, completing product upsells, and completing support fixes
- Supported all games, consoles, and handheld devices from NES through Wii generation
- Received 40+ technical support calls per day for new, franchise and legacy products

Planning Technician Intern   2008

WA Dep't of Transportation, Olympia, WA

- Distributed statistical data project related to traveler information, satisfaction, and fuel use
- Completed 5000 statewide surveys of state rest areas for improvement in urban planning
- Coordinated state travel and per diem for small team

TECHNOLOGY SNAPSHOT

HARDWARE—PC, Laptop, Tablet, Smartphone, Printers, Peripherals. NETWORKING—WAN, LAN, IPv4, Remote Desktop. OPERATING SYSTEMS—Windows Vista, 7, 8.x, 10. CODING—HTML, JavaScript, CSS. TOOLS — Google Earth, GMTI, Tableau, JIRA, Slack, Esri, ArcMAP, ArcGIS, MFWS, DCGS-A, GETS, AIMES, mIRC Chat, Psi Jabber, FalconView, OZONE.