

CHARLIE JERGINs

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Complete believer in Active Listening. I am the tech savvy liaison between clients' desires and company developments. I speak high level dreams and gritty how-to details. With 10 years in a global SaaS industry I am skilled with many roles such as Sales, Business Development, Operations such as Process Improvement and Business Intelligence.

WORK EXPERIENCE

Sr Support Engineer

Synapse FI - Salt lake City, Ut
September 2021 to Present

Synapse is an API allowing platforms to automate their neo-baking needs. My role is an intermediary between the support team and engineering. Our team investigates issues and clearly identifies bugs in the code base. • Serve as the

- Technical point of contact for all of customer service, support and sales.
- Identify bugs from the behavior of the platform and pass this to engineering to resolve.
- Work with product team members to identify new product ideas
- Competence working in Linux command line environments (use of grep, regex, log scraping, etc)

Senior Support Engineer

Fincity Inc - Salt lake City, Ut
February 2020 to August 2021

Fincity is a financial data aggregator growing into a global access platform. My role is to work with the engineering team and partners to investigate errors and keep traction on open cases.

- Incorporate automation to gain greater breath of case handling
- Lead Support related calls and give presentations to new partners.
- Report bottlenecks and client requests to the product team for evaluation.

Implementation Manager

Nuxiba USA - Salt Lake City, UT
August 2018 to December 2019

Nuxiba is a SaaS for contact centers globally. My role is to bring clients who may be switching from an existing platform or may be coming from Skype and Spreadsheets. My day to day involved:

- Serve as the technical point of contact for our clients' staff.
- Generated training videos and documents to aid in the onboard process
- Kept all stakeholders updated on the implementation process through 1:1 meetings and standups • Client deliverables such as RCA and deep dive analysis of product performance/usage

Full Stack Web Developer Intern

DevPoint Labs - Salt Lake City, UT
May 2018 to October 2018

Worked on a team of developers to create a web portal for a local night club. Site Visitors were able to book tables alone or join groups of other site visitors who needed to fill a space at their booked table. We also added profiles to the site visitor that included interests and photos. This allowed a more social table sharing experience. Our app used RoR, React, JavaScript, Redux and Semantic.

Account Executive, GlobalTranz

Globaltranz

September 2017 to June 2018

- 100 cold calls before 11am.
- Created new carrier relationships to manage dedicated freight.
- Firmed relationships with load planners. Searched for pain points.

Business Intelligence Analyst

TCN Inc - Saint George, UT

August 2015 to July 2017

- learned about our clients needs and what they saw as the gap between reality and success.
- Pulled data from various sources. Constructed a holistic narrative
- Presented Board members the data, my conclusions and allowed them to take action.
- Over saw changes being implemented to ensure a clean test of ideas.

Implementation Engineer

TCN Inc. - Saint George, UT

March 2011 to August 2015

- Kept all stakeholders updated on the implementation process.
- Pulled vertical specific best case practice into each implementation
- I was also a part of the Support Team troubleshooting user errors.

ADDITIONAL INFORMATION

I believe positive thinking creates solutions the fastest. My can-do-attitude has pushed me into uncomfortable positions where I've been able to grow. Because of this I have great soft skills allowing me to work well with team members to assess needs and collaborate. On a technical side my skills include:

Jira, Salesforce, Microsoft Office. SQL, PostgreSQL, MongoDB, Kibana AWS S3 and Python. You'll see more of the languages I'm familiar with on my personal website.