ZALARY GILLETTE YOUNG

CREATIVE PROBLEM SOLVER

CONTACT

hello@zalary.net

/zalary

QUALIFICATIONS

- Empathetic Leader and Team Builder with the ability to lead, influence and develop strong teams with a focus on enhancing cross-team interoperability.
- Accomplished Sales and Implementation Engineer able to adeptly translate customer needs into actionable technical requirements.
- Experienced Integration Developer with a wide knowledge of platforms, APIs and endpoints and the challenges of cross-platform communication.
- Full Stack Engineer

TECHNOLOGIES

- Languages: Ruby, Python, Javascript (Vanilla and Node), HTML, CSS, JSON
- Frameworks: Rails, Express, Vue, React, Angular
- Databases: Mongo, SQL, Postgres
- VCS & Deployment: Git, Travis CI
- APIS: REST, SOAP, Custom and Salesforce

EDUCATION

- Hack Reactor, a Development Bootcamp, Austin
- BA in English and History Graceland University
- Essentials of Project Management - PMI.org

SUMMARY

I am a solutions-oriented, customer-focused technical professional looking for a player/coach role with the opportunity to build, influence and affect meaningful change within a CX, Support, or Implementation team.

EXPERIENCE

SynapseFi

MANAGER - CUSTOMER ENGINEERING — APR 2023 - PRESENT

- Manage complex multi-step, high-stakes projects with organization, efficiency and attention to competing priorities and deadlines.
- Collaborate with strategic customers and act as an escalation point for implementation issues.
- Collaborate with key technology stakeholders to execute technology roadmap, balancing competing interests and needs across the organization.
- Hire, mentor and manage a geographically distributed team of customer engineers to deliver product features and custom implementations.

CrowdStrike

SENIOR MANAGER - LOGSCALE ONBOARDING — AUG 2022 - APR 2023

- Engage with customers, Sales, and other leadership teams to build and execute our Onboarding strategy and prioritization across all levels of customer engagement..
- Recruit, train, and lead a high performing team, including mentoring and training of new hires and ad-hoc CSMs participating in onboarding and implementation.
- Create Gainsight Playbooks and Success Plans for tracking engagement.
- Develop and manage customer health scores, team metrics, KPIs, and OKRs

TECHNICAL ONBOARDING LEAD — OCT 2021 - AUG 2022

- Offered training and implementation consultations to customers, driving early stage customer growth and upsell opportunities.
- Participate in the pre-sales process, and own the sales handoff process.
- Developed training documentation, presentations, and content to help onboard customers and provide continued value to existing customers.

HashiCorp

LEAD SUPPORT ENGINEER — MAY 2021 - OCT 2021

- Collaborate with engineers, sales engineers, sales representatives, and technical account managers to schedule, coordinate, and lead customer debugging calls.
- Track trends and assist with capacity planning using Zendesk Explore queries.
- Act as an escalation manager for mission-critical sev-1s for enterprise customers.

SENIOR SUPPORT ENGINEER — SEPT 2019 - MAY 2021

- Solved incoming technical support requests within SLA, including high-severity urgent cases using reproduction and debug methods that included building test environments and tools.
- Continuously increased knowledge and documentation on new technologies that integrated with Vault - such as auth methods including Okta, OIDC, AWS, Azure and Approle; database plugins such as Oracle and MSSQL; and new deployment methods like Kubernetes.
- Served as a volunteer on the Support Operations Team.

Twilio

SR ONBOARDING SUPPORT ENGINEER — MAR 2019 - SEPT 2019

- Offered personalized onboarding consultations, driving early stage customer growth by understanding use-cases and providing technical guidance
- Served as a customer advocate, providing feedback and sharing knowledge cross functionally with Customer Success, Engineering, Product, and Sales.
- Built strategic playbooks and built processes for Onboarding Engineering team to improve productivity and impact the bottom line.
- Created custom technical documentation to meet the requirements of new customers' unique use cases.

ActiveProspect, Inc.

IT BUSINESS SYSTEMS DEVELOPER — APR 2018 - MAR 2019
FULL STACK ENGINEER — APR 2014 - DEC 2018
HEAD OF SUPPORT & IMPLEMENTATION — JUL 2010 - APR 2014

Say Media, Inc

TECHNICAL ADMIN & TEAM LEAD — APR 2006 - JUL 2010