

David Wisz

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Innovative Technology Professional with Extensive Experience in Customer Service and Web Development

Bringing a blend of technical expertise, project management, and customer-focused problem-solving, I excel in optimizing processes and delivering impactful solutions. I am driven to exceed expectations, help teammates grow, and improve customers' lives.

WORK EXPERIENCE

Content Management Engineer — Nine Peaks Solutions, Bend OR

OCTOBER 2023 - PRESENT

- Guide Laserfiche customers through a series of onboarding training meetings to teach customers how to use their Laserfiche repositories and all the software's capabilities.
- Answer customers' Laserfiche questions over the phone and email.
- Build customer repositories - configure and manage massive imports of files.
- Bulk rename files to comply with naming conventions using Python scripts and PDF optical character recognition tools.
- Created internal training videos to teach teammates the file-renaming procedures.
- Completed extensive training program to achieve Laserfiche Gold Certification.
- Redesigned WordPress [website](#) and took over management, maintenance, and ongoing digital marketing.
- Google Ads and LinkedIn Ads - produced graphic design collateral (Photoshop) and built campaigns.
- Worked our booth at the 2024 Association of Oregon Counties conference, promoting our services and developing relationships with Oregon county commissioners.

Guest Services Reservation Agent — Mt Bachelor, Bend OR

JANUARY 2022 - DECEMBER 2023

- Excelled in a very busy customer service call center office, providing conscientious, caring, and efficient phone and email technical support and general customer support to facilitate guest enjoyment of Mt Bachelor ski resort.
- Promoted to Reservation Agent 2 in April 2022, then Reservations Supervisor in October 2022.
- Sold well over 3,000 Mt Bachelor ski passes, lessons, and reservations.
- Managed customer accounts and transacted payments within RTP software and Peek Pro.
- Internal team technical support, troubleshooting software, the Windows operating system, and hardware.
- Edited and produced department-wide email response templates and established protocol for use.
- Distilled, clarified, and distributed external email communications to other departments.
- Trained employees and created training documents and presentations: see [Onboarding](#) and [De-escalation](#).
- Worked our booth at the 2022 Snowvana conference, welcoming attendees to Mt Bachelor and selling ski passes.

Autonomous Vehicle Specialist — Waymo, San Francisco CA

JULY 2021 - DECEMBER 2021

- Operated Google's self-driving Waymo car on San Francisco streets, following strict operational technical requirements and protocols, as the vehicle collected data and performed within the latest set of algorithms from the engineering team.
 - Evaluated vehicle's behavioral output of software releases and reported errors to the engineering team.
 - Assisted passengers within Waymo's strict customer service protocols, to enter and exit the vehicle safely, and to have a positive Waymo experience from pick-up to drop-off.
 - Collaborated with Rider Services agents to help passengers troubleshoot technical problems on the ride-hailing app.
 - Managed vehicle charging levels and data storage disk space.
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Freelance Web Developer — various companies

APRIL 2020 - JUNE 2021

- motorq.com - As the sole developer, I project managed and developed the redesign of the WordPress website, led the development process, and advised on all technical aspects of digital marketing initiatives.
 - b1.com - As the WordPress expert consultant on a team of several developers, I assisted with dev strategy and implemented some of the animations.
 - nationaltrailsguide.com - As the sole developer, I project managed the website redesign and all production tasks, including the technical integration of lead generation techniques (Salesforce and Mailchimp).
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Front End Web Developer — various companies in San Francisco CA

JANUARY 2004 - JANUARY 2020

Collaborated with diverse teams to produce websites and web applications on deadline with meticulous attention to detail regarding user experience design, copy editing, and coding. Managed digital publishing platforms within version control systems, including file migrations, documentation, and website optimization.

- Telmate (WordPress, Jira, Salesforce, Marketo, Hubspot, Google Analytics, Google Ads)
- The Hunt (Ruby on Rails, Pivotal Tracker, Slack)
- Quantcast (JSP, WordPress, git)
- Flip Video (.NET, Jira)
- Hot or Not (PHP, Jira)
- Tickle (JSP, Jira)
- Lonely Planet (ColdFusion)

EDUCATION

Technical & Professional Writing Certificate

San Francisco State University

B.A. English Literature with Minor in Spanish

San Diego State University