

Armani Appolon

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EXECUTIVE SUMMARY

A versatile **Full-Stack Web Developer** with extensive product and customer experience looking for a role as a **Products Solutions Engineer**.

SKILLS & CERTIFICATIONS^(*)

Html & CSS	SQL/NoSQL	Git (DevOps/ GitOps)*	Customer Support
Javascript/jQuery	GraphQL	Linux (bash) *	Documentation Writing
Nodejs (Vue/React) *	Python	AWS * (Cloud Infrastructure)	Pre-sale Demos
Typescript	PHP	SRE Principles *	Agile/SCRUM

RECENT EXPERIENCE

Sr. Solutions Engineer (Ads)

08/22 - 02/23

Google (Palo Alto, Ca)

Responsible for helping top advertisers around the world deploy Google Ad technology. In particular, this role requires client-facing conversations and tailored implementation solutions for customers to achieve their goals.

- Help others deploy internal technology: Provide technical guidance to partners and end customers to deploy conversion-tracking API solutions.
- Analyze software problems: Provide API, SDK, and software troubleshooting for conversion tracking solutions: debug customer applications, provide software architecture guidance to clients' technical teams, and handle business, product, or technical questions via phone and email.
- Resolve technical issues at the root cause: Identify and document bugs and feature requests affecting customers; implement effective solutions to their problems along business-appropriate timelines; author documentation and code samples; fix product bugs and implement feature requests.
- Improve and innovate conversion tracking API solution: Work closely with developers, product managers, and operations teams to improve the product.

Sr. Solutions Engineer

11/21 - 4/22

Zmags (Boston, Ma)

Serve as a technical advisor and consultant to ensure Zmags customers are supported and seeing success with the Zmags two SaaS platforms, Publicator and Creator, this included providing services such as building complex experiences and providing technical support, including assisting them in implementation/integration or troubleshooting bugs or other technical issues.

- Prove the technical feasibility and ease of use of the platform to both highly technical and non-technical audiences.
 - This included the need to understand popular products such as **AEM** and **Shopify**.
- Technical support, including troubleshooting issues, fault diagnosis, and resolving customer issues within Service Level Agreement (SLA) and targets.
- Technical investigations and integrations requiring JavaScript, CSS, and HTML know-how, and

- website performance and SEO reviews.
- Listen and understand the customer's needs and provide proactive suggestions and answers to improve customers' use and satisfaction.
- Bug and case management.
- Contribute to the development of an internal knowledge base and customer solution portal.

Sr. Web Developer (Contractor)

04/20 - 01/21

The First Church of Christ, Scientist (Boston, Ma)

Responsible for maintaining several of the church's websites with various departments in the Mother Church. These sites used either WordPress or EZpublish as their content management system.

Responsibilities included...

- Advise and collaborate with client dept and UX designers on technical questions and issues related to new or existing websites.
- Updates websites in conjunction with clients and vendors
- Provide Technical support and represent client departments in all vendor interactions
Responsible for QA and testing of sites.
- Training client staff on the use and editing of sites, where appropriate
- Provide technical support for all designated websites
- Manage the website/content hosting with the support team and improve the architecture, content hosting, and usability of the website
- Document policies, procedures, and best practices for this position
- Embed in MBEL, RR, and possibly OPA some % of the time. Provide tech services.

Related Experience

Global Product Support Engineer

10/16 - 4/18

Visual IQ - Nielsen (Newton, Ma)

Worked with a global team to monitor and troubleshoot Visual IQ's production servers. Mainly monitoring and troubleshooting issues related to customer data ingestion into several of our "production" database systems.

- Troubleshooting reported client issues (both functional and technical) within a reported SLA
- Ensuring there's a 24/7 turnaround of client issues by coordinating with an international team
- Design and implement processes to manage support requests efficiently
- Utilize tools and ticketing systems to track the progress of requests and also to communicate with all involved in the reported issue
- Expert in troubleshooting existing and upcoming Visual IQ products
- Maintain the quality of Product Support services, ensuring our clients' success in using the Visual IQ product suite to meet key business objectives, as well as professional and timely handling of issue escalations
- Ensure compliance of support delivery and case resolution with stated service level agreements (SLAs)
- Build a knowledge base for the supportability of products
- Participate in product development initiatives

Responsible for developing a prototype web application of our new SAAS product, "P2 Advance," using the same UI stack used by our development team. The UI stack includes HTML5, CSS (Sass, Twitter bootstrap), and Javascript(Angular/Jquery/JqueryUI).

- Work closely with product management and product development to develop future product direction and strategy, providing valuable input from the field.
- Develop demonstration environments and data to support existing and future functionality.
- Responsible for technical implementation and maintenance of the "Demo" environment
- Respond to functional and technical elements of RFIs/RFPs
- Able to convey customer requirements to product management teams
- Able to manage user security within the "Demo" application
- Ensure security protocols are followed in the "Demo" environment
- Maintain and configure multiple "sandbox" environments for prospective customers
- Develop and manage business process automation through customized workflow solution
- Provide technical demonstration support to the solutions team
- Integrate complementary partner products into the "Demo" environment
- Maintain demonstration server and managed upgrade release schedule

Education

Our Lady of the Elms College (Chicopee, Ma)

Bachelor's, Information Technology

2010 - 2013

This degree involved taking classes on web programming languages. These languages varied from HTML5, CSS, and Javascript to SQL and PHP. It also included courses on Adobe Creative Suite applications. Assignments included creating small brochure sites and creating different marketing materials, videos, photographs, and writing. While at EC, I served on Student Government Association as the class of 2013 V.P. for two years. While the class V.P., I founded "Blazer Nation Club," the student club responsible for getting "Blaze," the college's first mascot.

Groups & organizations

Two Years - Men's Basketball Team

Two years - Student Government Class Vice president

Two years - Blazer Nation Spirit Club Founder & President