Fenwick Opsahl

Technical Support Engineer

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SUMMARY

Technical support engineer with 4 years in SaaS billing and consumer electronics, resolving API, integration and account issues across Zendesk and Jira. Cut average first response time from 6 hours to 90 minutes and resolved the top recurring webhook failure affecting 300 customer accounts. Known for clear written explanations that keep non-technical customers calm.

EXPERIENCE

Technical Support Engineer — Ledgerline Billing

Minneapolis, MN · Mar 2023 – Present

- Resolved an average of 45 tickets a week across Zendesk covering API errors, webhook failures and invoice discrepancies, holding a 96% customer satisfaction score.
- Traced a recurring webhook delivery failure affecting 300 customer accounts to a timeout misconfiguration, and worked with engineering to ship a fix that ended the issue.
- Rewrote 20 macros and help center articles on common API authentication errors, cutting related tickets by 30%.
- Cut average first response time from 6 hours to 90 minutes by restructuring the ticket triage queue by severity.
- Ran weekly office hours for 3 enterprise accounts to walk through integration issues directly, cutting their repeat ticket volume by half.

Support Specialist — Northfield Electronics

Minneapolis, MN · Jul 2021 – Feb 2023

- Handled 60 phone and chat tickets a day on device setup, firmware updates and warranty claims, meeting a 95% SLA for first response.
- Diagnosed a firmware update that bricked 400 units and documented the recovery steps, which cut average handle time for that issue from 40 to 12 minutes.
- Built a troubleshooting flowchart adopted by the 15-person support team, reducing unnecessary escalations to Tier 2 by 25%.

SKILLS

Tools: Zendesk, Jira, Postman, Grafana, Salesforce

Technical: REST APIs, SQL (basic queries), webhook debugging, Linux CLI basics

Process: SLA management, ticket triage, escalation paths, knowledge base writing

Communication: Customer de-escalation, incident updates, cross-team handoffs to engineering

CERTIFICATIONS

HDI Customer Service Representative (HDI-CSR), 2022

EDUCATION

B.A. Information Systems, University of Minnesota, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.