

# Victor Sansing

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## Education

**Bachelor of Science in Computer Science**, Indiana University of Pennsylvania, Indiana, Pennsylvania.

**Master of Divinity**, Liberty University, Lynchburg, Virginia.

## Work Experience

### Quintech Electronics and Communications

Technical Documentation Specialist

June 2024 to Present

- Review and edit technical documents including manuals, user guides, and policies.
- Collaborate with the electrical engineering team to ensure communication regarding deliverables.
- Maintain and create internal Access Databases to organize key company documents, including bill of materials and product notes.

### Conemaugh Health System

Tech Support Analyst I

March 2024 to June 2024

- Delivered comprehensive break/fix technical support to end-users, ensuring uninterrupted operations vital to daily hospital functions.
- Executed seamless installations, relocations, and adjustments at end-user locations, optimizing system performance and user experience.
- Facilitated user success by meeting SLA guidelines, ensuring timely resolution of technical issues.

### Coupa Software

Assigned Support Engineer

March 2023 to November 2023

- Evaluated and addressed customer business requirements, resulting in a 30% improvement in resolution time for customer reported issues within the vertical.
- Successfully managed and resolved escalated customer cases, delivering efficient solutions to each customer's reported issues resulting in a 15% reduction of escalations.
- Played a significant role in optimizing the internal documentation process, leading to a remarkable reduction of 638 pending article reviews.

Technical Support Engineer

May 2021 to March 2023

- Diagnosed and investigated potential software bugs to ensure a 95% SLA compliance for all customers.
- Contributed to a 30% reduction in development backlog by reporting detailed issues and collaborating with the advanced support and development teams.
- Moderated the Coupa customer forum providing additional product insight to customers that resulted in a 15% reduction in common support issue-related tickets.

### Geek Squad

Consultation/Advanced Repair Agent

May 2018 to May 2021

- Utilized software to troubleshoot malfunctioning technology, tailoring solutions to meet individual customer needs which contributed to a 20% increase in positive survey ratings.
- Efficiently repaired client devices, addressing reported issues and diagnosing latent problems, resulting in a noteworthy 40% reduction in turnaround times of repairs for devices.
- Educated clients on current technology trends and devices, elevating their product knowledge, and contributing to a notable 25% increase in satisfaction survey ratings.