Ian Hinkle

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Work Experience

MadCap Software, Inc.

Technical Support Analyst II
Apr. 2022 – Present, Austin, TX/Remote

- Improved internal operating procedures and documentation standards.
- Configured many complex test environments comprised of disparate system to replicate (and ultimately resolve) production-critical issues.
- Continuous building and presenting of product demonstrations to highlight resolution of issues.
- Strategically delegated tickets according to complexity and team member expertise, addressing customer escalations and high-priority issues with urgency and precision.
- Implemented and maintained Git project integrations, Elasticsearch on IIS Servers, and Single Sign-On provisioning, ensuring seamless operations and enhanced user experience.
- Collaborated with QA, DEV, and Customer Success departments to resolve issues and provide guidance, fostering teamwork and communication.
- Identified and submitted over 90 distinct software defect reports, including high-priority and critical cases, contributing to product quality improvement.
- Trained new team members in MadCap products and troubleshooting processes, fostering a knowledgeable and proficient workforce.
- Managed SSH configurations and operations, including establishing Shell connections, setting up OpenSSH servers, generating cryptographic keys with ssh-keygen, and utilizing PuTTYgen for key creation.

MadCap Software, Inc.

Technical Support Analyst I
Oct. 2020 – Apr. 2022, Austin, TX/Remote

- Conducted comprehensive troubleshooting, including interpretation, analysis, and research to resolve issues effectively.
- Communicated complex solutions and provided hands-on assistance to end-users during implementation, ensuring problem resolution.
- Demonstrated proficiency in MadCap AMS software suite and related integrations, including Salesforce, Zendesk, and ServiceNow.

Greater Goods Coffee Roasters

Quality Assurance & Training Specialist
Jul. 2016 – Oct. 2020, Austin, TX

- Led education and technical training for employees and wholesale clients, fostering skill development and expertise.

- Developed and delivered coursework as an Authorized Specialty Coffee Association Trainer, covering multiple certification levels using tools like PowerPoint and Word.
- Implemented and enforced quality control protocols and systems company-wide, driving continuous improvement and maintaining high standards of excellence.

Skills & Interests

Skills: Git, HTML, CSS, SSO, SSH, IIS Servers, Demo To Win, Mac OS, Windows, Android OS, Linux, Command Line, Customer Experience

Interests: Coffee Roasting/Drinking, Machine Learning, Whiskey, Bouldering, Music/Audio Equipment, Gaming