



About Me

Dedicated Solutions Engineer with over five years of experience in customer support and SaaS solutions. Skilled in troubleshooting, client engagement, and crafting technical workflows to improve operation efficiency. Currently pursuing a Bachelors of Science in Computer Science at the University of Wisconsin-Milwaukee. Passionate about leveraging technology to solve complex problems and deliver exceptional results.



Skills

- Web Development
 - RESTful API
 - SEO
 - GraphQL
 - NodeJS
 - .NET
 - DBMS
- Troubleshooting
- Client Account Management
- CRM Software
- Communication
- Training
- Leadership



Contact



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David Stupek



Experience

Solutions Engineer (2024 - Present)

SALESMSG

System design and analysis. Technical account manager.

Tier 2 Customer Support Specialist (2022 -2024)

SALESMSG

Troubleshoot and escalate issues. A2P 10DLC Consultation.

Head of Customer Support & Success (2020 -2022)

SALESMSG

Strategic planning. Department management.

Customer Support Specialist (2019 -2020)

SALESMSG

Customer support, help center author.



Education

(2024 - Present)

UNIVERSITY OF WISCONSIN- MILWAUKEE

Bachelor of Science in Computer Science

2022-2024

MILWAUKEE AREA TECHNICAL COLLEGE

Assocaites of Science Web & Software Development