STEVEN A. TANIGUCHI

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QUALIFICATIONS

- **Versatile writer/editor**: 8+ years of experience producing technical how-to, troubleshooting, policy, and training content for internal and external audiences.

- **Accomplished project manager**: 9+ years of experience leading and working in cross-functional groups.

- **Thorough analyst**: Proven history of cost savings, with over a decade of experience reviewing reports and proposing/implementing process improvements.

- **Troubleshooting professional**: Experienced with HTTP, RESTful APIs, SIP, VoIP, WebRTC, Web development, and PC & mobile device troubleshooting.

WORK EXPERIENCE

5/2016 – Present: Senior Technical Support Engineer – Twilio Incorporated

- Delivered high-quality service to developers and non-developers for debugging Twilio web applications for voice over IP and text messaging.
- Investigated WebRTC and SIP call audio quality issues.
- Senior member of Programmable Voice support team, troubleshooting the most highly technical products in our catalog including SIP, WebRTC, VoIP, and mobile application development.
- Requested as a backup for our Technical Account Managers and their high-value personalized support customers.

8/2006 – 3/2015: Project/Content Manger - AT&T Mobility Customer Care

- Served as Subject Matter Expert (SME) and head writer for the Device Tutorials team.
- Developed and maintained our team style guide, and 2-step QA process.
- Key member of Go-to-Market (GTM) team in charge of tutorials readiness and coordinating support/training/M&P content for NDA product launches.
- Drove improvement via web analytics, reporting analysis, and in-person focus groups.
- AT&T recognized as "Highest Ranked Customer Service Performance among Full Service Wireless Providers" by J. D. Power for 2013 and 2014. Personally recognized as a Key Contributor for 2012 and 2013.

8/2005 – 8/2006: ANS Rep II (ASR) – Cingular Wireless Customer Care

- Supported Tier 2 wireless data reps and managers by working network tickets, chat support, and special projects.
- Tracked and escalated emerging device and network issues.
- Analyzed call center metrics for quality and product feedback.

1/2004 – 8/2005: Customer Care Rep – Cingular Wireless Customer Care

- Assisted wireless customers with wireless device and data network troubleshooting.
- Resolved billing and voice network issues over the phone for wireless customers.

EDUCATION

4/2015 – Present: Edmonds Community College – Lynnwood, WA

- Studying for Associate's Degree in Computer Information Systems – Web Development.
- Named to Honor Roll each quarter with a cumulative 3.99 GPA as of Fall 2016.
- Expected to graduate in December 2016.

SKILLS

- Experienced writer and editor, with great attention to detail
- Regularly use HTML5, CSS, PHP, JavaScript, SQL, XML
- Familiar with HTTP and RESTful APIs
- SIP, WebRTC and VoIP audio quality troubleshooting
- MS Office (Word, Excel, Visio, PPT), Visual Basic, and SharePoint
- Adobe Photoshop and InDesign