Hans Stokstad

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# Summary

Experienced Technical Business Analyst/Integrations Success Manager with extensive knowledge in the public safety sector. Skilled at vendor and customer support with API integrations. Highly accomplished at working with customers, vendors and team members to ensure successful API integrations in multiple Emergency Communications Centers across the US. Hands on experience in technical support with a focus on the needs of a diverse customer base. Highly analytical with a talent for streamlining complex work process, ability to work in a high stress, fast paced environment while maintaining an eye for detail. Critical thinker with a strong focus on the customer and best practices within the professional landscape.

# Professional history

## **Mark43**, New York, NY

09/2021 - 06/2022

Technical Business Analyst

* Explained complex, technology-related issues in straightforward, understandable terms to personnel with various levels of technological knowledge.
* Maintained up-to-date knowledge of API offerings and assisted in integration development discussions.
* Worked with customers to determine workflows for all their integrations.
* Created interface scoping documentation that captured all requirements.
* Created field mapping documentation to ensure that the customer’s data would be mapped to the correct fields in the Mark43 database.
* Worked with customers and the engineering department to design and document software integrations.
* Worked with customers from the design phase through deployment and testing to ensure a positive deployment experience.

## **RapidSOS**, New York, NY

11/2018 - 07/2021

Integrations Success Manager

* Delivered exceptionally high levels of professionalism and support to each partner, while upholding the company's commitment to service.
* Built relationships with software vendor partners and Emergency Communication Centers to establish long-term business growth.
* Explained complex, technology-related issues in straightforward, understandable terms to personnel with various levels of technological knowledge.
* Resolved challenges with high-profile partners and customers to maintain relationships and foster deeper partnerships with software vendor partners and Emergency Communication Centers.
* Engaged in product training, demonstrations, and consumer awareness initiatives to promote understanding of API integration opportunities.
* Maintained up-to-date knowledge of API offerings and assisted in partner development discussions.
* Streamlined the credential request process by implementing FormSite and integrating it with the Jira ticketing system.
* Created and maintained all web forms in FormSite and Jira integrations through Zapier.
* Processed all integration credential request tickets in a timely manner utilizing Jira, HubSpot and Andromeda.
* Implemented and maintained naming conventions to increase internal productivity and customer satisfaction.
* Notified all partners of newly approved credentials for their customers. To ensure a successful, expeditious integration.
* Created and maintained detailed documentation of each software vendor partners integrations and created automated views for internal teams to eliminate duplication of data entry points.
* Created custom documentation on credential request process for each software vendor partner to use with their own branded documentation distributed to their customers.

## **GeoComm**, Saint Cloud, MN

08/2012 - 07/2018

Implementation Specialist

* Trained non-technical end users on the proper use and maintenance of Emergency 9-1-1 mapping applications.
* Worked with customers to assist in the implementation process of all GeoComm software.
* Completed all deliverables for implementation: gathering user information, completing installation of all required software, testing Emergency 9-1-1 mapping applications, and training end users to ensure a successful implementation.
* Assisted in coordinating and scheduling assigned implementation projects.
* Worked with customers, other vendors and internal team members to resolve any issues that arose during the implementation process.
* Documented all activities with customers in Net Suites per defined process and procedures.
* Resolved open cases/tasks within specified guidelines.
* Escalated and reported any unresolved issues or enhancement requests as appropriate.
* Gathered critical information from customers, internal departments, and other vendors, to effectively negotiate and resolve all issues relative to the implementation process.
* Performed complex implementations with minimal supervision.

Technical Support Analyst

* Handled incoming technical support issues in a professional, courteous manner.
* Shared responsibility for 24/7 customer support, via flexible scheduling.
* Resolved clients' technical questions or problems over the telephone, via email, and in remote connection sessions.
* Documented technical support issues and resolutions in CRM and knowledge base systems.
* Prepared installation media, and documented correspondence with customers.
* Maintained technical knowledge of all aspects of how products connect in a variety of installation environments.
* Performed system maintenance services for customers, including remote software installations and system upgrades and implementations.

# Educational history

## **Nicolet Area Technical College**, Rhinelander, WI

01/2009 – 05/2012

* Associate of Science Degree Information Technology Computer Support Specialist
* Associate of Science Degree Information Technology Web Analyst/Programmer

# Skills and abilities

* Excellent Communication skills, easily collaborating within team environments.
* Strong emotional intelligence skills, able to handle diverse and changing work environments with ease.
* Experience with Jira and Confluence.
* Experience with CRM software such as HubSpot, and Netsuite.
* Experience training non-technical end users in use of complex software solutions
* Understanding of various programming languages including ASP.NET, C#, Visual Basic, PHP, SQL, JavaScript, XNA, HTML, CSS, and Adobe Flash

# Awards and Achievements

* Maintained an NPS (Net Promoter Score) of 100 for more than 2 years
* Graduated with Honors, Nicolet Area Technical College 2012
* Member of Phi Theta Kappa at Graduation from Nicolet Area Technical College 2012