

PATRICK VOLKER

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WORK EXPERIENCE

Associate Product Owner - B2B Commerce @ Optimizely

January 2023 - Present

- Liaison between customer and developer teams
- Lead customer teams through mobile app enablement and deployment
- Monitor customer feedback and bug reports to lead intelligent sprint planning
- Demo products for exec team
- Work closely with Onboarding & Success teams to create materials for customers
- Write and maintain internal documentation as needed

Application Support Engineer - Web & Feature Experimentation @ Optimizely

June 2021 - January 2023

- Triage and solve large global queue of incoming support tickets
- Live support calls with enterprise customer teams
- Leverage teaching experience to empower customers for long-term success
- Coach new hires, including ticket shadowing, call shadowing, and evaluation
- Solved 60% more tickets than the team's average for 2022, with >99% CSAT rating

Music Teacher - Scarborough High School (Scarborough, Maine)

October 2016 - November 2020

- Full time teacher of choir, piano, guitar, production, and theory
- Organize concerts, fundraisers, and large events
- Quarterfinalist for GRAMMY Music Educator of the Year - 2021
- Chorus awarded "Superior with Distinction" - 2019

CERTIFICATION & STUDIES

Certified Experimentation Web Platform Expert - Optimizely (via Credly)

January 2023

Commerce Cloud Administrator 1, Web Developer 1, Data Analyst 1 - Optimizely Academy

January 2023

Beginner GA, Advanced GA, GA for Power Users - Google Analytics Academy

December 2021

Responsive Web Design, Modern JavaScript - freeCodeCamp.org

November 2020

Bootstrap from Scratch, JavaScript Front to Back, React 2022 - Udemy

October 2020

FORMAL EDUCATION

University of Southern Maine – Portland, ME

August 2017 - December 2019

- Master of Music with focus in Choral Conducting

VanderCook College of Music – Chicago, IL

August 2007 - May 2011

- Bachelor of Music Education with focus in Choral Music Education

PERSONAL

Finisher of the Riverlands 100 Mile Solo Endurance Run - Turner, ME

May 2018

Musical support for Watcher Entertainment's (YouTube, 2.5M) "Puppet History"

January 2020 - Present

Coffee addict, freelance vocalist, lover of the outdoors, home gardener, DIY enthusiast

July 1989 - Present