

STEPHANIE CUETO

Senior Technical Support Engineer | [linkedin.com/in/smcueto](https://www.linkedin.com/in/smcueto) | stephaniem.cueto@gmail.com |

SUMMARY

Results-driven Technical Support Engineer with 7+ years of experience supporting enterprise SaaS platform and translating technical issues seamlessly between customer and internal platform teams. Proven track record resolving complex technical issues across web, mobile, and API integrations, SSO, mentoring new engineers, and collaborating cross-functionally with Product and Engineering teams. Seeking an engineering or technical support role to leverage hands-on experience with JavaScript, Python, iOS/Android SDKs, and Jira-based workflows. Understanding of LLM capabilities, prompt engineering patterns, and current limitations.

TECHNICAL SKILLS

Languages & APIs: JavaScript, Python, PHP, Android, iOS (Xcode), REST APIs, SQL

Tools & Platforms: Zendesk, Jira, Salesforce (SFDC), Mixpanel, Gong, Xcode, Sendoso, Slack, LLMs

Core Competencies: Bug triage & reporting, SLA management, technical documentation, mentorship, cross-functional collaboration, customer onboarding

EXPERIENCE

Technical Support Engineer – Tier 3 | [Gong.io](#) Sep 2024 – Present

- Serve as primary technical liaison between Support and R&D, owning root cause analysis and resolution of the most complex escalations across Gong's AI-driven revenue intelligence platform.
- Partner with R&D and Product Management to surface recurring technical themes, advocate for product improvements, and drive initiatives that proactively reduce customer ticket volume.
- Up skill Tier 2 Support by documenting learnings, sharing insights, and delivering training that improves first-line resolution rates and overall team technical proficiency.
- Identify gaps in troubleshooting tooling and advocate for or create solutions to help Support team members diagnose root causes faster and deliver more holistic resolutions.
- Lead PO incidents - clarifying incident and sharing communication between Frontline Support and Engineers.

Senior Technical Support Engineer | [Gong.io](#) Aug 2022 – Aug 2024

- Resolved ~250 tickets/month (~\$300K annual value) via Zendesk; maintained 95% SLA First Reply compliance and 99% QA Ticket score.
- Provided white-glove consultative service to enterprise clients; developed and shared best practices across the Support org.
- Onboarded, mentored, and trained a cohort of 6 new TSEs; hosted weekly Office Hours and team skill-share sessions.
- Collaborated with Engineering Ingestion team to create clear, accurate internal and public documentation.
- Won Most Valuable Player — Super Support Awards.

Technical Support Engineer | [Gong.io](#) Nov 2020 – Aug 2022

- Supported Enterprise and Commercial clients; developed best practices and provided consultative guidance.
- Led Paligo Content Creation project with the Product Content team; maintained documentation workflows.
- Contributed monthly content to Product Content team; built internal team documentation in Confluence.
- Won Greatest of All Time — Super Support Awards.

Technical Community Moderator | [Mixpanel](#) Feb 2020 – May 2020

- Grew Mixpanel Community from 5K to 12K unique users supporting Community 2.0 launch.
- Logged 229 product gaps (total ARR \$8.9M) and resolved 303 customer tickets (~\$45K value).
- Created educational content for MPKnowledgeDrop Campaign; coordinated with PMs and Engineers.

Community Moderator | [Mixpanel](#) May 2019 – Feb 2020

- Led platform migration to Community 2.0; authored Community Guidelines, Terms of Use, and Settings.
- Solved 4–6 daily L1/L2 technical and administrative customer questions; reported bugs to engineering via Jira.
- Managed Mixpanel for Startups program; navigated SFDC to create leads, accounts, and CPQ contracts.

Technical Support Engineer | [Mixpanel](#) Jul 2018 – May 2019

- Diagnosed and resolved complex technical issues across JavaScript, Android, PHP, Python, and iOS libraries.
- Assisted customers with data import/export via Mixpanel APIs; supported all major Mixpanel SDKs.
- Handled 30+ tickets/week via Zendesk; collaborated with other TSEs to investigate and resolve issues.

Software Engineering Apprentice | [Techtonica](#) Jan 2018 – Jul 2018

- Completed 1,000+ hour full-time software engineering apprenticeship; project-based, full-stack curriculum. MERN Stack

EDUCATION

B.A., Ethnic Studies: Latina/o Studies · San Francisco State University 2009-2015

B.A., Spanish Language and Literature · San Francisco State University 2009-2015

Computer Science · Stanford Continuing Studies 2021 – 2022

Study Abroad – Spanish Language & Literature · Universidad Complutense de Madrid 2013-2014

CERTIFICATIONS & LEADERSHIP

Council Member, Inclusion Diversity & Equity Council · Main Lead, Employee Resource Group Mezcla — Mixpanel