Sarah Floegel

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↖ flglportfolio.com

📍 Eberswalde, Germany

SKILLS

Customer Centric, Problem Solving, Troubleshooting

HTML, CSS, TypeScript

PHP

Vue.Js

Node.Js

XML, XSLT

SQL, MySQL

Github, Git

CI/CD

PROJECTS

Coding Tool ↗

Next.JS HTML CSS JS TypeScript CodeMirror

Developed a code editor using Next.js, TypeScript, and CodeMirror. Implemented custom color themes, Undo/Redo buttons, and intelligent code suggestions for a smooth coding experience.

ShortURL ↗

Next.JS HTML CSS JS TypeScript TinyURL

Built a URL shortener with Next.js, TypeScript, and TinyURL API. Designed a responsive UI, implemented API handling for shortening links, and ensured smooth user experience with error validation.

EXPERIENCE

Support Engineer   02/2023 - Present
Products Up GmbH

- Support customers in optimising and distributing their product listings (XML, XSLT) to over 200 eCommerce sites like BigCommerce, WooCommerce and Shopify Plus.
- Reduced complexity of custom setups by writing more efficient PHP scripts.
- Following up on open bugs and issues filed with Engineering, ensuring swift resolution and effective communication between Support and Engineering.
- Tested, debugged, and refined product designs to ensure error-free products, reducing reported bugs by 20%.
- Implemented an upsell process to identify 10% of incoming support tickets as upsell opportunities..

Customer Support Executive   10/2021 - 01/2023
Nuri GmbH

- Resolved over 200 customer inquiries weekly on the phone and through our help desk ticketing system Zendesk.
- Troubleshot bugs and support customers with inquiries like KYC issues, Direct Debit Returns ensuring timely resolution.
- Developed comprehensive resources and troubleshooting guides on common customer inquiries, reducing ticket resolution time for common issues by 20%.
- Conducted user interviews to identify opportunities to improve the user experience and drive more user-centric product developments.

EDUCATION

Business Administration   10/2021 - 01/2024
IU International University of Applied Sciences - Bachelor of Arts

LANGUAGES

German   Native   English   Fluent