Christian Hilmer

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Software Support Engineer Experience

Technical Support	Problem-Solving
Troubleshooting	Adaptability
Customer Service	Analytical
Excellent Verbal & Written Communication	SaaS & Self-Hosted Environment
Ticketing Systems (Salesforce & JIRA)	Service Level Agreements

Technical Skills

SQL | Esko WebCenter | Esko Automation Engine | Esko DeskPack | Esko Studio | SalesForce | Adobe Illustrator | Photoshop | InDesign | Adobe Pro | Windows | Macintosh OS | Outlook | Word | Excel | PowerPoint | Teams

Work History

Software Support Engineer   **October 2021 - September 2023**
Esko, Miamisburg, Ohio (Remote)

Delivered high-quality technical support for customers using Esko software running on Windows or Mac servers.
- Attained 90%+ Mean Time to Repair for software cases, reducing customer production downtime.
- Accomplished 95%+ case response time goal resulting in high customer satisfaction.

Graphics Coordinator/Graphic Technical Specialist/Pre-Press Artist   **October 2006 - October 2021**
Century Label, Bowling Green, Ohio

Assisted other Pre-Press Artists by troubleshooting issues that occurred with a variety of software.
- Administered/troubleshot Esko Automation Engine and MIS integration saving the company millions of dollars yearly by vastly improving the speed and efficiency of order workflow.
- Achieved the 'Company of Excellence Award' in Q2 of 2013, out of 300 employees, for maintaining a zero-mistake record for six consecutive months, which was a company record at that time.

Pre-Production Specialist   **October 2014 - October 2015**
Bottomline Ink, Perrysburg, Ohio

Provided Pre-Press support to customers and Sales Department by offering insights into print-related questions.
- Methodically verified file print settings reducing costly print errors and lowered rework expenses by 20%.
- Streamlined the pre-production process improving efficiency by 15% within three months of employment.

Digital Media Specialist   **August 2004 - October 2006**
Student Tech Center at BGSU, Bowling Green, Ohio

Educated students and faculty about software programs via technology workshops and one-on-one instruction.
- Provided solutions to computer problems for students and faculty.
- Executed student resource awareness campaigns, which increased student engagement by 30%.

Education

Bachelor of Science (BS), Technology
Bowling Green State University; Bowling Green, Ohio