Stewart Whitmarsh

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Experience

Spitfire Audio
Senior Technical CX Advocate - July 2020—Present
- Interface with developers and an average of 100,000+ end users
- Provide support to technical CX team for highly technical requests, typically handling at least thirty requests a week.
- Log issues in products with development team using Jira
- Beta test unreleased products and updates using a remote machine setup and Jira

CX Advocate - July 2019—July 2020
- Triaged and answered an average of 200 end user support requests a week using ZenDesk
- Wrote manuals and created instructional content for end users, an example of this work can be found here
- Provided brand support across US

Mexican Summer
Intern - October 2018—April 2019
- Created spec sheets for various types of materials for vinyl production alongside head of production
- Assisted project managers with various tasks surrounding lead up to project completion
- Helped organize sales data into royalty reports to send out to artists, managers and publishers

RVNG Intl.
Intern - May 2018—September 2018
- Updated promotional documents with radio play and press coverage for distributor
- Researched publications to pitch for future releases and created press documents
- Updated website with the most recent tour dates, releases, and promotions

Keeley Engineering
Circuit Technician - April 2016—April 2018
- Wrote detailed calibration manuals for circuits in collaboration with engineering team
- Tested, calibrated and took measurements when soldering and constructing various circuits

Additional
- Managing digital distribution for the label Fixed Rhythms for the past three years
- Audio Engineering with a focus on mixing and mastering for platform placement
- Designed front end of www.ambientfauna.com to host portfolio and audio projects
- General experience includes audio engineering and intersection of music with technology

Education

University of Central Oklahoma, Associates of Applied Science in Music Production — 2014

Skills

- Asana, Jira, & Zendesk
- HTML & CSS
- Shell Scripting
- Beta testing
- Software troubleshooting

- Plugin validation testing
- Microsoft VS Code & Xcode
- Google G Suite and Admin
- Wordpress
- Asset delivery for digital distribution