

William Gaintsev

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Career Overview

I am a proactive and result driven Implementation Engineer passionate about the delivery of new technologies. Having worked for multiple industry leading tech companies in the BNPL space, I am excited to apply my knowledge and experience to solve complex problems with innovative solutions.

Education

Bachelor of Science in Information Technology – UTS – 2016

Maj. Business Information Systems Management

Skills & Platforms

Technical skills	Platforms
HTML5/CSS3/JS	Magento 1 & 2
Solutions Scoping/Architecture	Woocommerce
Expertise in Payments/Financial Services	Shopify
Systems/UAT Testing	BigCommerce
REST API Consulting/Troubleshooting	SFCC
Technical Project Management	Prestashop
Technical Documentation/Process Mapping	Bespoke/Custom

Experience

Integrations Engineer • Zip (January 2022 – Current)

Responsibilities:

- Technical SME for enterprise channel partner integrations managing multiple integrations simultaneously throughout the complete sales lifecycle from pre-sales/solution scoping to project delivery and post go-live monitoring.
- Provided technical analysis and consultation for our partners to better understand requirements to create tailored solution.
- Troubleshooting REST API's and certifying partner integration to ensure they meet the solution specifications in addition to our integration best practices.
- Ensuring project timelines are met whilst managing expectations through transparency & clear communication throughout the integration process.
- Worked closely with Partnerships, Customer Success Managers, Product, Engineering and Sales teams to improve processes, adopt and prioritize integration features/functionalities and document/uplift technical knowledge within internal teams
- Created, updated and maintained integration documentation including E-Commerce integration guides, API documentation, internal processes, FAQs and supporting diagrams (BPMN, swimlane, sequence)

Accomplishments:

- Currently managing the integration piece for 2 Buy Now Pay Later acquisitions (Twisto & Tendopay) to allow the expansion of Zip into the Philippine, Czech & Poland.

- Completed a number of global and local partnership integration projects including Hitpay, Asiapay, Optty, Apexx, PPRO, Propell & Razer Merchant Services to name a few.
- Created a number of internal documents to support existing and new processes including a solution scoping document, comprehensive testing documentation & internal partnership specific integration documentation to name a few.
- Instrumental in product and process improvement including the creation and adoption of a solution scoping document and also mapping out the post go-live monitoring process (in progress).

Delivery Manager • Klarna (November 2020 – January 2022)

Responsibilities:

- Technical SME working with merchants, agencies and channel partners across multiple markets (UK, US, AU, NZ, EU) to successfully deliver quality integration projects on time and within specified solutions scope
- Supporting our merchants through the end-to-end solutions process by providing technical product knowledge and best practices to ensure a full-fledged integration and an optimal end user experience
- Providing post go-live support to our merchants through the analysis of API errors and logs with suggestions to optimize their integration and checkout flow
- Sharing product and integration knowledge to internal teams through brown bag sessions
- Completing the technical certification for bespoke merchant integrations and localized testing for new plugin endpoints (NZ)

Achievements:

- Delivered successful implementation projects for our Priority 0 and 1 merchants globally including Cotton On Group (AU, UK), Retail Prodigy Group (Nike, Samsung), General Pants, Appliances Online, Mysale Group.
- Delivered successful implementation projects for a number of New Zealand channel partners such as Blackpepper & eStar and completed localized New Zealand testing/certification for partners such as Bigcommerce, Woocommerce and Vend.

3rd Line Technical Support • Dotdigital (August 2019 – November 2020)

Responsibilities:

- Provided 3rd line support for our core platform & Ecommerce integrations including Magento 1/2, Shopify, Woocommerce, Bigcommerce & SFCC
- Managed and resolved inbound live chats, calls and tickets
- Worked with the global support team to ensure all support tickets are managed and resolved within SLA timeframes
- Created and maintained internal and external support documentation
- Acted as Technical SME for Magento integrations and core platforms
- Worked with internal developers and 3rd party agencies to facilitate issue resolutions

Achievements:

- Exceeded first year KPI's with 99.75% positive feedback on live chats & 98.9% for SLA's
- Completed 25 Magento integration over 11 months including Priority 0 and 1 clients such as New Balance, Cath Kidston, Top Shop, Mitre10, Marcs, David Lawrence, etc.