Saoirse Mulligan Junior Customer Success Engineer

Cork, Ireland · saoirse.mulligan@gmail.com · +353 21 555 0107 · linkedin.com/in/saoirsemulligan

PROFILE SUMMARY

- **Junior Customer Success Engineer** with **4 years** in SaaS, the last 2 post-sale at **Workvivo by Zoom**, launching **mid-market customers** and looking after their **SSO, HRIS integrations and adoption** once they go live.
- Works with **REST APIs**, **webhooks** and **SFTP** feeds, scripts in **Python** and **SQL**, and configures identity providers (**Okta**, **Microsoft Entra ID**) and HR systems (**Workday**, **BambooHR**, **HiBob**).
- Strongest in **SSO and SCIM setup**, **integration debugging** and **admin training**, with a written launch checklist for every customer so accounts go live with working logins and clean employee data.
- Works with **CSMs**, **Support** and the **integrations engineering team**, from kickoff calls and weekly launch reviews to renewal calls on accounts with open technical complaints.
- Wrote the team's **SSO troubleshooting runbook**, sits in on senior CSE architecture calls, and is working toward the **AWS Certified Cloud Practitioner** exam.

TECHNICAL SKILLS

APIs & Protocols:	REST APIs, Webhooks, SAML SSO, SCIM, OAuth 2.0, SFTP
Scripting & Query Languages:	Python (scripts), SQL, Bash (basics), JSON
Cloud & Infrastructure:	AWS (basics), Linux, Docker (basics)
Observability & Debugging Tools:	Postman, Chrome DevTools, cURL, Sentry
Customer Success Platforms:	Gainsight, Salesforce
Support & Incident Tools:	Zendesk, Jira, Statuspage, Slack Connect
Product Analytics & Data:	Looker, Google Sheets

EDUCATION

University College Cork — **B.Sc. in Computer Science** — Cork, Ireland · Sep 2018 to May 2022

Okta — **Okta Certified Professional** — Cork, Ireland · Mar 2025

WORK EXPERIENCE

Workvivo by Zoom — **Associate Customer Success Engineer** — Cork, Ireland · Sep 2024 to Present

- Ran technical onboarding for **23** mid-market customers, setting up **SAML SSO** with **Okta** and **Microsoft Entra ID** plus **SCIM** user sync, and cut median time to launch from 41 to **26 days**.
- Built and fixed **HRIS integrations** with **Workday**, **BambooHR** and **HiBob** over the **REST API** and SFTP feeds, adding **Python** checks that caught **140** bad employee records before the nightly sync.
- Added a monthly integration **health check** for 60 accounts, reading sync errors and login data in **Looker**, and logged **11** at-risk accounts in **Gainsight** for their CSMs.
- Ran admin training and intranet setup workshops for HR and internal comms teams, raising weekly active employees on 18 new accounts from 47% to **68%** in their first quarter.
- Joined renewal calls with CSMs on **9** at-risk accounts and fixed the SSO and data feed problems behind their complaints, and **8** of the 9 renewed.

Teamwork — **Technical Support Engineer** — Cork, Ireland · Jun 2022 to Aug 2024

- Took escalated **API**, **webhook** and **Zapier** integration tickets for Teamwork.com, reproduced them in **Postman**, and wrote up **64** bugs for Engineering with logs and repro steps.
- Reviewed workspace setups for **30** enterprise customers moving off spreadsheets, recommending permission, project template and SSO settings that cut their admin tickets by **31%**.
- Wrote **38** help center articles on API keys, webhooks and SSO from repeat tickets, cutting repeat tickets on those topics by **22%** in 6 months.