

My name is Galen Mack and I worked with Meri as the Team Manager for the Customer Support and Integration Team at Bambuser. Our team is responsible for all three phases of our customer's journey including pre-sales support, integration support and ongoing customer support with a customer base of mainly highly demanding fashion and beauty brands.

Meri joined the Customer Success and Integration team to fill a specific role of Technical Communicator. We had identified that our team needed a person with an understanding of the code base that we used at Bambuser for Live Video Shopping as well as the communications background to be able to quickly and efficiently create documentation for technical and non-technical readers. Our aim was to reduce the workload on our developers by finding a team member who could take on the burden of producing documentation as well as to help reduce integration time. Meri stood out as a candidate as she was able to offer both of these qualities

In addition to her technical experience, Meri possesses a number of other personal qualities that made her a valuable member of our team. Meri is highly inquisitive and motivated, taking it upon herself to learn new skills and platforms for managing the documents that she was also producing. She is flexible and a team player being actively involved in the agile methods we use to run the team on a daily basis and collaborating with other project teams within the organisation. Furthermore Meri brings humour and energy to the team that makes for a positive collaborative environment.

An example of the effort that Meri puts in that made me appreciate having her in the team so much is when she not only updated all of the technical documentation for our platform, she then taught herself how to upload it to the knowledge base that was given to our team to use. When our VP of Engineering was not satisfied with the format offered by that knowledge base, Meri took it upon herself to learn how to code the system to give the desired format. All this was done whilst she was maintaining the new documentation on two legacy systems as well as the new system so that all would be correct at any time.

If you have any further questions or need any more information please feel free to contact me by emailing galen@bambuser.com.