

# CYDNEY POLLARD

Partner Solutions Engineer | API Integration Specialist | Fintech

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## PROFESSIONAL SUMMARY

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API integration engineer with 3+ years of hands-on experience in fintech and payments infrastructure, specializing in designing and troubleshooting complex integrations across payment processing and reporting platforms. Proven track record resolving 1,000+ client-facing API integration issues, owning documentation strategy for enterprise platforms, and serving as the technical bridge between engineering teams and external partners. Deep familiarity with REST APIs, JSON data structures, authentication patterns, and modern observability tooling. Thrives in partner-facing roles that demand both technical depth and clear communication.

## CORE COMPETENCIES

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API Integration Design & Troubleshooting	Partner & Client Technical Onboarding
Payment & Fintech Infrastructure (REST, JSON)	Technical Documentation & API Reference Authoring
Cross-functional Project Ownership	Production Support & Incident Escalation
Observability & Log Analysis (Splunk, Elasticsearch)	Stakeholder Communication & Expectation Management

## PROFESSIONAL EXPERIENCE

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### **Solutions Engineer** | **Priority Technology Holdings, Inc.** *November 2022 – Present*

*Serve as the primary technical integration resource for enterprise and mid-market clients adopting Priority's MXMerchant (Payments) and MXConnect (Reporting) platforms — owning integration design, issue resolution, and documentation strategy end-to-end.*

- Designed and implemented scalable, secure API integration solutions for diverse client portfolios, translating complex integration requirements into clear architectural recommendations and ensuring successful go-live outcomes.
- Diagnosed and resolved 1,000+ API integration failures — including authentication errors, data inconsistencies, performance bottlenecks, and error handling gaps — reducing client time-to-resolution and improving platform reliability.
- Led the end-to-end documentation overhaul for Priority's two flagship API platforms, restructuring reference materials to reflect current integration patterns and delegating workstreams across internal teams — resulting in measurably faster client onboarding and fewer repeat support escalations.
- Owned weekly technical status communications with account managers and enterprise clients, translating complex integration status into clear, actionable updates and managing expectations through multi-week troubleshooting cycles.
- Coordinated cross-functionally with engineering, product, and account teams to drive resolution of systemic integration issues, serving as the connective layer between technical findings and business impact.
- Contributed to production stability through on-call support rotations and off-hours incident response, ensuring uninterrupted service for payment-critical client operations.

- Maintained comprehensive process documentation including level-of-effort estimates and change control records, establishing a knowledge base that reduced tribal knowledge dependency across the team.

## **Customer Support Engineer | Foundever (formerly Sykes/Sitel Group) November 2021 – November 2022**

*Provided technical support for Intuit QuickBooks Online Payroll and two state-administered financial assistance programs, resolving complex software, hardware, and account issues for a high-volume inbound queue.*

- Handled 50–100+ weekly inbound support interactions across multiple product lines, consistently resolving software and account configuration issues with high first-contact resolution rates.
- Navigated and cross-referenced multiple internal systems simultaneously to surface accurate solutions under time pressure — demonstrating the multi-system fluency required in complex integration environments.
- Recognized as Agent of the Month (September 2022) for developing internal training resources adopted team-wide, demonstrating initiative in documentation, knowledge transfer, and peer development.
- Built a reputation for mentorship among incoming team members, proactively creating reference materials that standardized troubleshooting approaches across the support floor.

## **TECHNICAL SKILLS**

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**Languages & Frameworks:** JavaScript, HTML, CSS, React, Node.js, Express

**API & Integration:** REST APIs, JSON, Postman, API Testing & Validation, Webhook Debugging

**Data & Observability:** Splunk Enterprise & Cloud, Elasticsearch, MongoDB, MySQL, MemSQL

**Infrastructure & DevOps:** Kubernetes, Git, GitHub

**Platforms & Tooling:** Salesforce, Jira, Confluence, ReadMe, Wiki, Slack, Microsoft Teams, Zoom

**Fintech Domain:** Payment Processing (MXMerchant), Reporting APIs (MXConnect), QuickBooks Payroll, Merchant Services

## **EDUCATION & TRAINING**

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**Certificate of Completion, Software Engineering**  
2019 - General Assembly — Atlanta, GA

**Bachelor of Arts, Studio Art — Minor in Marketing**  
2018 - University of West Georgia