JULIAN MERCER

TECHNICAL SUPPORT ENGINEER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Technical Support Engineer with 7+ years diagnosing API, infrastructure, and integration issues for developer-focused cloud products. Reproduces defects, writes clear root-cause analyses, and partners with engineering to resolve complex tickets and reduce repeat incidents.

PROFESSIONAL EXPERIENCE

Senior Technical Support Engineer Mar 2024 - Present
Twilio, San Francisco, CA

- Resolved 70+ complex API and messaging-delivery cases a month, holding a 4.7/5 customer satisfaction score on Tier 2 tickets.
- Analyzed logs, webhooks, and carrier error codes to isolate root causes, cutting median time to resolution from 31 to 19 hours.
- Wrote reproducible bug reports with request traces that engineering fixed 40% faster than the team's prior average.
- Mentored five engineers on debugging methods and escalation quality in a weekly case review.

Technical Support Engineer Feb 2022 - Feb 2024

- Authored 30 troubleshooting guides and runbooks, deflecting an estimated 15% of recurring tickets.
- Diagnosed API errors using logs and packet traces, resolving escalated customer cases 20% faster than the team average.
- Wrote 25 knowledge base articles on common integration issues, deflecting an estimated 150 tickets per month.

Technical Support Engineer Jul 2020 - Jan 2022
MongoDB, New York, NY

- Supported enterprise customers on query performance, replication, and driver issues across 90 accounts under strict SLAs.
- Built Python scripts to parse diagnostic logs, reducing initial triage time per case by roughly 40%.
- Led incident bridges for severity-one outages, communicating status every 30 minutes until resolution.
- Ran weekly case-review sessions with junior engineers on troubleshooting methods and customer communication.

Support Engineer Jul 2019 - Jun 2020
DigitalOcean, New York, NY

- Troubleshot Linux server, networking, and DNS issues for developers and small businesses through ticket and chat.
- Maintained a 93% SLA attainment while handling around 45 tickets a week.
- Documented 25 common configuration problems in the community knowledge base, driving thousands of monthly article views.

CORE SKILLS

Technical troubleshooting | REST APIs | Log analysis | Root-cause analysis | Python | SQL | Linux | Networking fundamentals | Postman | Zendesk | Jira | Incident management | Runbook writing | Customer communication

EDUCATION

B.S. in Computer Science, Rensselaer Polytechnic Institute, Troy, NY

CERTIFICATIONS

AWS Certified Cloud Practitioner | ITIL 4 Foundation