

# **How may I help you?**

**(taken from New Amsterdam)**

## 1. WHEN THINGS BREAK

- I turn “*everything’s down*” into a timeline, an owner, and a next step.
- I translate logs, SQL, and dashboards into **plain language** for non-technical leaders.
- I make sure the **next incident is shorter, quieter, and less surprising** than the last one.

## 2. WHERE I’VE DONE IT

### LVK Logistics – Remote

*Technical Support Team Lead & Solutions Specialist*

US-based logistics / 3PL, multi-warehouse, WMS-heavy world.

- Own escalations, SLAs, and technical investigations across ops, product, and engineering.
- Build internal tools, automations, and reports so issues are **prevented**, not just answered.

### ShipHero – Remote

*Technical Team Member (Tier 2) → Customer Support (Tier 1)*

- Deep in ecommerce logistics: Shopify, Amazon, carriers, inventory, warehouses.
- Took on the “**no one can figure this out**” tickets at Tier 2, partnering with engineers.

## 3. RECEIPTS (SELECTED WINS)

- Turned vague merchant complaints into **clear bug reports and fixes** that stopped repeat incidents.
- Reduced noise for engineers with **cleaner escalations**: better repro steps, data, and context.
- Helped ops/finance trust the system again by fixing **billing + WMS data mismatches**.

## QUICK FACTS

- 5+ years in ecommerce & logistics platforms
- Remote-first since day one
- Tier 1 → Tier 2 → Team Lead growth
- Obsessed with **incident quality** and **merchant trust**

## TOOLBOX

### Commerce & Platforms

Shopify · Amazon · WMS · Carriers · SLAs

### Technical

SQL · Databases · GraphQL APIs · Postman · Honeycomb-style observability · AWS

### Human Side

Incident communication · Stakeholder management · Team leadership · Soft skills coaching

## WHY ME

- **Bridge by default** between merchants, support, and engineers.
- **Calm in chaos** from logistics/WMS incidents where downtime = lost revenue.
- **Proactive mindset**: patterns, root causes, better observability.