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PROFESSIONAL SUMMARY

Senior Technical Support Engineer with 5+ years of customer-facing technical support experience and proven expertise in complex API integrations, automated systems, and AI-powered workflows. Demonstrated track record building and debugging production systems handling real-time webhook processing, multi-service orchestration, and high-stakes automation pipelines. Deep experience with modern web technologies, cloud infrastructure, and AI/ML integrations.

KEY TECHNICAL PROJECTS

Automated Content Management System & API Gateway

- Architected and maintained production Cloudflare Workers system handling real-time webhook processing from multiple APIs (Notion, GitHub, Replicate, Anthropic)
- Built sophisticated API debugging and monitoring capabilities with advanced error handling and retry logic
- Implemented complex authentication patterns including timing-safe token validation and signed URL generation
- Designed event-driven architecture processing thousands of automated content pipeline operations

AI-Powered Blog Automation Platform

- Integrated Anthropic API for automated content generation and prompt engineering
- Built end-to-end image generation pipeline using Replicate API with automated quality validation
- Developed complex GitHub API integration for automated repository management and deployment workflows
- Implemented queue-based message processing with batch optimization and failure recovery

WORK EXPERIENCE

Happiness Engineer, Automattic

Apr 2018 – Aug 2022 and (Nov 2024 -Present)

API Debugging & Integration Support

- Debugged complex API integration issues across REST APIs, webhooks, and third-party services for enterprise customers including CNN, TIME, and Meta
- Resolved high-urgency technical issues in real-time production environments, consistently meeting SLA requirements
- Performed deep-dive troubleshooting using browser dev tools, server logs, database queries, and network analysis
- Collaborated with engineering teams and key stakeholders to diagnose and resolve systematic API reliability issues affecting multiple customers

Enterprise Customer Support

- Delivered high-touch technical support for WordPress.com VIP enterprise customers as on-call rotation member
- Managed critical escalations requiring immediate resolution, often involving complex integrations and custom implementations
- Built comprehensive technical documentation and troubleshooting guides for complex API integration scenarios
- Achieved 95%+ customer satisfaction rating while handling 50,000+ technical queries across email, live chat, and forums

Product & Process Improvement

- Led cross-functional initiatives shipping white-labeled email products (Titan, Google Workspace) requiring extensive API coordination
- Converted customer technical requirements into detailed specifications for engineering teams
- Contributed to open-source repositories (Calypso, WooCommerce) with focus on API reliability and developer experience
- Developed automated workflows using GitHub Actions, reducing manual processes by 20+ hours weekly

Technical support - WordPress.com

- Provided expert-level support for WordPress.com users, resolving complex platform integration issues
- Helped customers migrate from WordPress.org hosting providers with minimal-to-zero downtime
- Developed troubleshooting guides and documentation to help users resolve common integration issues
- Collaborated with internal teams to escalate product feedback and technical issues

Technical support - WooCommerce.com

- Provided expert-level support for WooCommerce users, resolving complex e-commerce issues and optimizing online store performance
- Collaborated with clients to advise on and customize WooCommerce.com extension functionalities
- Created and maintained comprehensive WooCommerce documentation and facilitated user training

Open source maintainer at Automattic

- Helped maintain and triage over 500 issues in React-based Calypso repository, similar to Next.js community support
- Collaborated with open source contributors in helping ship product features for Calypso
- Implemented GitHub Action workflows for monorepo management and automated CI/CD pipelines
- Migrated stylesheets of over 20 React components to webpack, enhancing runtime performance

EDUCATION

Master of Science - MS, Business Analytics, California State University, East Bay

Dec 2023

SKILLS

- **API Integration & Debugging:** REST APIs, webhooks, GraphQL, API authentication, rate limiting, error handling, monitoring
- **Cloud Infrastructure:** Cloudflare Workers, AWS S3, R2 Storage, queue-based architectures, serverless computing
- **AI/ML Integration:** OpenAI API, Open source LLM, Anthropic Claude API, Replicate API, automated prompt engineering, AI workflow orchestration, Cursor
- **Modern Development:** TypeScript, Node.js, real-time systems, event-driven architecture, automated testing
- **Technical Support:** Complex troubleshooting, log analysis, network debugging, performance optimization, SLA management
- **Customer Success:** Enterprise support, escalation management, technical documentation, cross-functional collaboration
- **Problem-solving:** Root cause analysis, debugging, log analysis, error replication, test environments, version control
- **Communication:** Email etiquette, live chat support, video conferencing, technical writing, knowledge base creation

AWARDS AND CERTIFICATIONS

- Recognized as a Distinguished Product Support Specialist across two product divisions, a rare distinction 2019, 2020