Hunter C. Beezley

Sr. Technical Support Engineer

Seasoned Technical Support Engineer with over 10 years of experience helping customers maintain smooth operations and a magical user experience across a variety of technical products. Currently leading support as a subject matter expert in IAM, SSO, API's, Usage and Security for enterprise customers in data observability technologies.

Work History

2022-05 - Current

Sr. Technical Support Engineer

New Relic, Portland, OR

- Leading Accounts-Security team; one of the highest functioning and successful teams in Global Technical Support.
- Advising team of 9 across 3 timezones on technical challenges in support cases and mentoring 1:1 to advance individual skillsets.
- Increasing efficiency and accuracy by creating and updating technical support processes and wiki documentation.
- Working with leaders and stakeholders to creatively solve significant challenges in support while maintaining affective customer support experiences.

2021-09 - 2022-05

Technical Support Engineer

New Relic, Portland, OR.

2019-01 - 2021-09

Associate Technical Support Engineer

New Relic, Portland, OR

2019-01 - 2019-07

Cellular QA Engineer

Apple, Inc, Sunnyvale, CA.

- Operated as QA Engineer for Apple Watch and iPhone cellular audio quality within Wireless Technology and Ecosystems team
- Quickly and independently became proficient in discovering, filing and tracking bugs, as well as

Contact

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LinkedIn
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Skills

IAM

API's

SAML/SSO

GDPR/CCPA

SQL/GraphQL

Incident Response Management

Software Observability

IOS/macOS/tvOS/watchOS

Certifications

2015-01
Apple Certified Mac Technician (ACMT)

2015-01
Mac Service Certification (MAC-17A)

2022-01

validating their resolution.
- Often assisted in analyzing audio logging layers to better triage bugs.
- Assisted in running automated tests for telephony reliability.

2011-01 - 2020-01

Genius

Apple Inc, Portland, OR.
- Recognized for consistent contribution to support's Net Promoter Score.
- Triaged and repaired customer reported software and hardware issues; seeing 20+ customers per day.
- Spearheaded iPhone 5 Quality Program rollout and innovated on workflow procedures to best assist customers.
- Selected by management to operate as six-month store-wide trainer, curating and facilitating training materials for new and existing employees in a variety of different roles.

2010-01 - 2011-01

Marketing Team Member

Zipcar, New York, NY.
- Assisted marketing team by facilitating Zipcar sponsored events and drove new membership through creative campaigns
- Collaborated with business and marketing teams for new and fresh opportunities to promote the Zipcar brand.

Apple Service Fundamentals

Education

2013-05 - 2015-05
Master of Arts
Union Theological Seminary - New York, NY
Table Manners and Urban Renewal: Paul's Socio-Spatial Praxis in 1

2009-05 - 2013-05
Bachelor of Arts
Nyack College - Nyack, NY
Cum Laude