

# Jason Gordon

Support Engineer II

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Experienced technical support engineer with proficiency in AWS, Google Cloud Platforms, RESTful APIs, PostgreSQL, SAP, Linux, and Docker. Proven track record in triaging, tracking, and resolving complex issues for government agencies and Fortune 100 companies, employing analytical, creative, and adaptive problem-solving skills with innovative technologies. Adept at writing and organizing professional documentation to coach staff and empower clients. Notably successful in surpassing customer satisfaction/retention goals by anticipating and interpreting needs, delivering constructive technical solutions. Excel at automating bulk processes/operations through API endpoints and application creation, enhancing support workflows for exceptional customer experiences.

## Technical Proficiencies

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**OS/Networking:** Linux, Mac, Windows, TCP/IP, NFS, CIFS, PuTTY

**Query/Programming Languages:** Oracle SQL, Python, HTML, CSS, PostgreSQL, GraphQL

**Cloud Tools:** Amazon EKS, AWS OpsWorks, CloudFormation, Amazon EC2, Amazon S3, GCP, Retool

**Data Visualization Tools:** Looker/Periscope

**Monitoring Tools:** Sentry, Bugsnag

**Containers:** Docker

**Ai:** ChatGPT

**Ticketing Systems:** SAP, Smartsolve, Zendesk, Jira

## Areas of Expertise

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|---------------------------|-----------------------------------|--------------------------------------|
| ♦ Web Application Support | ♦ Project Management              | ♦ Technical Support Delivery         |
| ♦ Client Engagement       | ♦ User Acceptance Testing         | ♦ End-to-End Lifecycle Documentation |
| ♦ Root Cause Analysis     | ♦ Troubleshooting & Bug Reporting | ♦ SaaS Products                      |
| ♦ API Documentation       | ♦ Test Planning & Execution       | ♦ Issue Identification & Resolution  |

## Professional Experience

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### HappyCo, (Silicon Valley Company) Senior Technical Support Engineer

2022- 2023

Collaborated with product developers and engineers to transition into a subject matter expert for Happy Force and Call Complete products. Resolved tickets and built out internal documentation for customer support and success teams to improve the support process and customer onboarding experience. Conducted and repurposed root cause analyses for customer support tickets into internal documentation.

- ♦ Maintained and exceeded net revenue retention goals by providing world-class customer support resolving technical issues, and integrating the HappyCo Platform within new customers' existing tech stack
- ♦ Automated bulk processes/operations via API endpoints and application creation to resolve tickets and configure customer environments in record time, ultimately improving customer experience and client retention.

### Solodev, Orlando, FL QA Specialist/Technical Support Engineer

2019 - 2023

Provided continuous updates and website enhancements to shape post-release client support structures for highly customized web applications. Drafted and presented support documentation, including tours and product tutorials. Tracked leads, prospective clients, and non-active users in Intercom.

- ♦ Identified bugs affecting user experience for client websites, such as mobile/desktop formatting requirements and content reviews for copy errors, while ensuring webpages fulfill customer specifications.

- ♦ Expertly resolved issues related to CMS application in the Zendesk ticketing system for enterprise customers in state/local government, healthcare, education, infrastructure, gaming, and transportation.
- ♦ Wrote external software documentation for clients repurposed to onboard new hires in the internal team, generating cost savings in training for the company.
- ♦ Transitioned to QA for testing bugs and presenting findings to the engineers. Drafted documentation for expected product behavior to educate clients, thus reducing support ticket volume.

## **Convergys, Lake Mary, FL**

**2017 – 2018**

### **Technical Support Engineer, NetApp Products**

Provided issue resolution and recommended optimizations for all NetApp products with enterprise-level clients via telephone, email, and chat. Resolved network-related issues by leveraging product documentation and technical knowledge of CIFS, NFS, and TCP/IP protocols. Ensured premium enterprise support with senior engineers and account managers throughout the case management cycle.

- ♦ Developed client rapport and researched supported installations for all NetApp products to foster productive engagements and prompt resolution for government agencies and Fortune 100 companies.
- ♦ Mitigated financial risks and improved client retention by initiating trouble tickets, entering and tracking cases with SAP/Smartsolve, and addressing complex technical queries within SLA targets of two hours for priority II cases.
- ♦ Provided first-class support services, exceeding satisfaction metrics and contributing significantly to customer retention.

## **Convergys, Lake Mary, Florida**

**2013 – 2017**

### **Client Relations Specialist, Charter Communications Account**

Cultivated external client relationships and served as the voice of the customer internally while fulfilling the objectives and goals of a world-leading telecommunications company. Answered customer inquiries and resolved technical and billing issues for TV, Internet, and phone services. Adhered to company policies regarding product updates and account changes. Identified, documented, and reporting software bugs to technical support, reducing complications across telecommunications and electronic platforms.

- ♦ Exceeded target metrics for resolution on first contact, thus achieving 100% SLA compliance.

## **Education**

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### **Master of Arts in Philosophy, Western Michigan University, Kalamazoo, Michigan**

- ♦ Taught courses in Logic, including curriculum development and preparation of course materials; bolstered student test scores by conducting one-to-one and group study sessions and supplemental workshops.

### **Bachelor of Arts in English & Philosophy, Rollins College, Winter Park, Florida**

## **Licenses & Certifications**

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### **Computer Programming Certificate Program, Seminole State College, Sanford, Florida**

**Technical Certificates:** Computer Programming Specialist | Computer Programming

**Relevant Coursework:** Advanced Java Programming, Advanced Logic, Advanced Philosophy of Science, C# Programming, Editing Essentials, Oracle Structured Query Language, Philosophical Applications of Logic, Philosophical Applications of Probability, Philosophy of Language and Logic, Probability and Statistics

## **Affiliations & Apprentice Development Projects**

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### **Orlando Ruby User Group/Orlando Ruby Dojo, Orlando, Florida, 2014-2017**

**Space Invaders:** Created 2-D space shooter game in JavaFX, inspired by classic Space Invaders game, with a user-controlled spaceship and autonomous moving missile appearing at random points on the screen.

**Tumblrful:** Utilized Rails to develop a Tumblr clone for users to write long-form texts with links to images and articles. Eliminated blog submissions with blank text and invalid links using RSpec to write specs for various models.