

Joshua Zarazovski

Developer / Support Engineer / Operations

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Relevant Experience

AI Technical Support Specialist – **Impel AI** Current

- Independently manage client support requests and follow through on implementation best practices, ensuring seamless system setup and adoption.
- Thoroughly testing our product APIs using Postman/cURL and other API tooling, flagging the correct engineering team if there are issues
- Solve complex technical problems using AWS (DynamoDB, S3, CloudWatch) while maintaining clear communication with customers
- Handle customer issues from initial discovery to resolution, effectively triaging and managing expectations to provide timely and accurate solutions.
- Resolve all incoming support requests in a professional, efficient, and personable manner, ensuring customer satisfaction and urgency in addressing concerns.
- Document and track all customer interactions and inquiries in the provided systems to ensure accurate follow-up and resolution.
- Contribute to business initiatives, such as participating in projects, pilot groups, and process improvements. Eg; Spearheaded APACs first support queue and ticket enquiry protocol

Developer Support, Ecosystem – **Atlassian** 2023-2025

- Debugging developer's code (node, express, react, Java, REST APIs, GraphQL) when issues arose with their apps
- Testing all our suite product APIs using Postman/cURL and flagging the correct engineering team if there are issues, whilst updating API documentation
- First point of call for all developers using Atlassian's Jira product as our ticketing system
- Liaising with the many engineering, product, legal and sale teams
- Documenting changes and adding new knowledge points to our internal knowledge base
- Setting and meeting quarterly goals; including individual, team and company oriented goals
- Taking part in Shiplt; an annual company based 'hackathon'

Technical Support and Solutions Engineer – **LITMOS** 2022-2023

- Troubleshooting & driving the resolution of product issues while engaging with all levels in the Support, Product, Engineering & Operations teams
- First point of call using Salesforce Service Console to communicate with customers
- Using Litmos' API to manipulate data including Users, Courses, Modules, Roles etc
- Using SQL queries to find appropriate information across all US, AUS and EU databases. Connecting via Azure VMs and using SQL Server Management Studio to run required complex queries.
- Preparing SQL scripts to pass onto engineering via JIRA to run on clients' instances
- Troubleshooting and writing user custom code when errors have occurred (HTML, CSS, Javascript)
- Delivering valuable content to the Product Support Knowledge Base and the Technical Knowledge Database

Enterprise Technical Support Engineer – **WordpresVIP** 2020-2022

- Building and maintaining relationships with key stakeholders including News Corp Australia and Samsung
- Technical understanding and usage of the supported applications and infrastructure; including how they are built, configured and maintained. This includes, in scope, PHP, WordPress, Javascript, Server load & monitoring (Grafana, ELK stack, NewRelic), REST API, Docker- compose\cli, SQL (MariaDB) for Database management, GitHub builds and deployments as well as common IT related applications and hardware
- Contributing to the internal Field Guide
- First point of call via Zendesk for client issues
- Achieving a high level of Customer Satisfaction, and helping to enact action plans if service delivery is not meeting expectations
- Ensuring SLA/SLO commitments are above the required levels of performance and quality

Skills

Programming Languages

- HTML, CSS
- JavaScript (ES2015+)
- Python
- Bash
- YAML, JSON
- AWS SAM
- SQL

Libraries & Frameworks

- React
- Next.js
- Node.js
- Flask
- Tailwind CSS
- Framer Motion
- Application Programming Interfaces

Tools & Platforms

- Git, GitHub, GitHub Actions
- AWS, Azure
- Docker
- Postman/cUrl
- SSO (SAML, OpenID, OAuth, and JWT)
- Grafana
- Snyk
- Netlify, Vercel
- Zendesk, JIRA, Confluence, Trello, Slack, Salesforce Service Console, Twilio
- Figma

Education

Royal Melbourne Institute of Technology

Associate Degree in Multimedia Systems
– Specialising in Web Development

2010-2012

Interests

Homelabs, fitness and wellbeing, human physiology, science fiction & fantasy novels, new tech and my dog.

References

Please enquire for latest references