



Support Engineer

Alex Kim • Seattle, WA

41%

~123 out of 300
Zendesk users

About me. As a Technical Support Engineer on the merged Premium and Enterprise teams, I support a handful of high-value customers with complex, ongoing issues via Zendesk. I oversee queues, track workload with custom views, and review ticket histories. I engage customers, escalate issues to engineering, and rate my technical expertise four out of five. My frustrations include manual view upkeep, noisy internal comments, limited portal features, and inconsistent formatting. My performance is measured by CSAT, escalation rates, first response time, and reply-to-solve ratio.

Goals. Efficiently pick about three “right” tickets daily. Prioritize urgent issues from enterprise and premium customers while managing older, lower-priority tickets. Research new tickets using internal knowledge and past cases. Contribute detailed internal notes to build team knowledge and aid future troubleshooting.

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Leveraging Zendesk’s core ticketing features alongside custom views and clear internal notes lets me prioritize the right tickets each day and maintain full queue visibility. By collaborating on portal enhancements and streamlined formatting, I’m reducing workarounds and staying laser-focused on delivering timely, high-value support.



Zendesk interactions

Use Zendesk “Lovely Views” add-on for squad-specific queues with timers and priority filters

Hover over tickets for quick info before opening

Prioritize tickets by customer tier and urgency using custom views

Add detailed internal notes to ensure clear documentation and team visibility

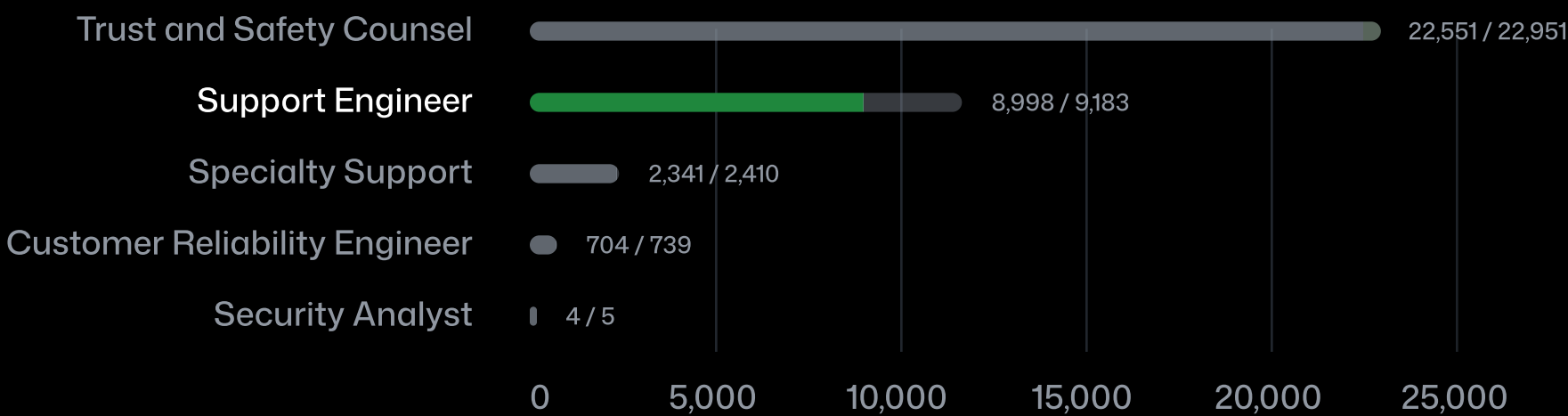
Search extensively for internal docs and past tickets (PAs)

Technical expertise: 4 / 5



Training needs: Low

Monthly tickets



Total tickets: 9,183

Resolved: 8,998 (98%)

Key challenges

Ticket overlap. Premium Plus tickets visible in shared views lead to accidental pickups.

Noisy tickets. Internal comments from non-support teams clutter conversations and reduce clarity.

Misrouted tickets. Feature preview tickets often land in support instead of engineering queues.

Browser clutter. Multiple Zendesk tabs require third-party tools like “Quick Tabs” to manage.

Queue visibility. Hard to quickly see ticket position without manual searches.

Manager views. Lack native views; rely on manual, private personal views for oversight.

Formatting issues. Zendesk editor causes inconsistent formatting; many draft replies externally.