

MATAN COHEN

SOLUTIONS ENGINEER

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Customer Solutions Engineer with proven experience in bridging technical implementation and client success. Skilled in API & SDK integration, data analysis (SQL, Snowflake), and troubleshooting within SaaS environments. Adept at translating complex technical concepts into actionable solutions, partnering with cross-functional teams, and ensuring seamless onboarding and adoption to deliver measurable business value.

PROFESSIONAL EXPERIENCE

Technical Support Engineer, Syte.ai

2024 - Present

- Investigate and resolve complex integration and data flow issues using SQL (Snowflake), OpenSearch/Kibana, Chrome DevTools, and Postman.
- Deliver Tier 2 technical support for global clients using Syte's visual AI platform, focusing on API & SDK integration issues.
- Collaborate with R&D, Product, and Customer Success teams to streamline onboarding and reduce time-to-value.
- Partner with clients and internal teams to streamline implementation processes, align technical solutions with business needs, and reduce time-to-value.
- Serve as a bridge between support and engineering, identifying recurring issues and driving product improvements.
- Created internal troubleshooting playbooks to standardize responses and improve time-to-resolution.
- Monitored key account integrations, proactively identifying and mitigating potential issues before impacting KPIs.
- **Knowledge Infrastructure.** Restructured Syte's Help Center to improve navigation, reduce redundancy, and boost client self-service.
- **Client Onboarding Acceleration.** Created a client-facing FAQ in Confluence, cutting repetitive tickets and speeding up onboarding.

Customer Support Specialist, "XYX"

2018 - 2019

- Delivered technical support in a SaaS environment and investigated customer issues using SQL, strengthening communication and problem-solving skills.

EDUCATION

2021

"JOLT"

- Enter Course - Customer Success

2021 - 2023

UDEMY

- The Complete JavaScript Course 2022: From Zero to Expert by Jonas Schmedtmann: JavaScript, HTML, CSS, Chrome DevTools
- React Tutorial and Project Course 2022 by John Smilga: React.js, MongoDB, Git
- The Complete SQL Bootcamp: Go from Zero to Hero by Jose Portilla: SQL

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- **Languages:** Hebrew, English

PROJECTS

Sneakers E-Commerce (React.JS).

- Implemented a user-friendly system that allows users to browse and filter through the different products
- Showcased front-end debugging and UI/UX skills relevant to implementation.

Portfolio (OOP).

- Developed using HTML, Sass, JavaScript, and Object-Oriented Programming.