MICHAEL J. MURPHY

AI Educator | Technical Support Specialist | RAG Systems Builder

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PROFESSIONAL SUMMARY

Technical support specialist with 10+ years solving complex AI and creative software problems for 41,500+ users. Combines 4+ years of enterprise tech support experience (SimpleCast/SiriusXM) with extensive hands-on expertise troubleshooting LLMs, RAG systems, API integrations, and workflow automation. Built production AI systems including custom RAG implementations, self-hosted LLM deployments (Ollama), and n8n automation workflows while maintaining 100% response rate across support channels. Proven ability to rapidly master emerging technologies, debug complex technical issues, and translate solutions into clear documentation. Known for patient problem-solving, critical thinking, and thriving in ambiguous, fast-paced environments where customer success depends on deep technical expertise.

PROFESSIONAL EXPERIENCE

Technical Support Specialist & AI Educator — Mike Murphy, LLC

2015 – Present | Remote

• Provided real-time technical support to 41,500+ subscribers across YouTube, email, and social media with 100% response rate, troubleshooting complex issues spanning AI tools (Claude, ChatGPT, Gemini), RAG systems, vector databases, API integrations, VPS hosting, Docker deployments, and creative software

• Mastered and debugged cutting-edge AI technologies at pace with industry releases, becoming foremost expert on RAG implementations, LLM deployment patterns, n8n workflow automation, PostgreSQL/pgvector configurations, and API troubleshooting across OpenAI, Anthropic, and Google platforms

• Built production AI infrastructure including custom RAG system for semantic chat history search, self-hosted Ollama LLM deployments on VPS, n8n automation workflows, and PostgreSQL/pgvector implementations — documenting entire troubleshooting process through 25+ comprehensive tutorials

• Created 1,500+ technical support resources spanning AI tools, After Effects, audio production, and creative software, with courses published on Domestika and personal platform, serving as scalable documentation for recurring issues

• Leveraged Python scripting and automation tools to build solutions for repetitive support tasks, including content generation pipelines and workflow optimizations that demonstrate comfort with code-based problem-solving

• Identified patterns in customer issues and proactively created preventive documentation, improving first-contact resolution rates and reducing support burden through systematic root cause analysis

• Demonstrated thought leadership through 155-episode podcast documenting technical challenges, solutions, and the transition from creative software support to AI systems support, including insights on emerging technology adoption

Senior Technical Account Manager — SimpleCast + SiriusXM

2018 – 2022 | Remote

• Delivered platform training and technical support to 100+ enterprise clients using Intercom & ZenDesk, consistently achieving SLA targets while troubleshooting complex issues in podcast hosting, distribution, analytics, and API integrations

• Partnered directly with product and engineering teams via Asana, Jira, and Slack to resolve critical customer issues, providing detailed technical reproduction steps and advocating for customer needs in product discussions

• Created customized support documentation and video tutorials for complex platform features, scaling support knowledge across team and reducing escalations through comprehensive knowledge transfer materials

• Managed smooth client transition during company acquisition, coordinating cross-functional communications and ensuring continuity of support quality during organizational change

Studio Manager & Tech Support Specialist — Heather Donlan Photography

2007 – 2016 | Cape Coral, FL

• Served as primary technical resource for busy photography studio, troubleshooting IT issues, managing WordPress site updates, and providing full-spectrum creative and technical support

• Developed expertise across Adobe Creative Cloud, WordPress, and Google Workspace through continuous self-directed learning and hands-on experimentation, demonstrating ability to rapidly acquire new technical skills

• Maintained operational continuity by solving diverse technical challenges quickly, ensuring seamless client service through proactive problem identification and resolution

TECHNICAL SKILLS

AI & LLM Platforms: OpenAI API (GPT-4, o1), Claude API (Anthropic), Gemini API (Google), Ollama (local LLM deployment), Claude Code, RAG system architecture, vector embeddings, prompt engineering, Hugging Face models

Development & Infrastructure: Python (scripting, automation, RAG implementations), PostgreSQL/pgvector, VPS hosting & management, Docker, GitHub, API integration & troubleshooting, CloudFlare, VS Code

Support Tools & Platforms: Intercom, Zendesk, Asana, Trello, Jira, Slack, technical documentation, SLA management, escalation handling, customer success metrics

Workflow Automation: n8n (automation orchestration), Streamlit, Postman (API testing), Telegram/Discord/Slack bots, workflow optimization

Core Competencies: Critical thinking & root cause analysis, complex technical troubleshooting, rapid technology adoption, cross-functional collaboration, technical communication, documentation creation, remote support excellence, self-directed learning, context switching, process improvement

FEATURED TECHNICAL PROJECTS

CV-RAG: Interactive AI Resume System

Built production RAG system combining vector search and LLM generation for chat-based resume interface. **Tech Stack:** Python, PostgreSQL/pgvector, Neon managed database, Ollama (Llama 3), n8n workflow orchestration, Streamlit frontend, sentence-transformers embeddings. Demonstrates end-to-end AI system architecture including troubleshooting database connections, API integrations, and deployment challenges.

Chat History RAG System

Developed custom RAG implementation to semantically search AI conversation history. **Tech Stack:** Python, vector embeddings, PostgreSQL/pgvector, LLM integration. Featured in YouTube tutorial documenting complete troubleshooting process from database setup through query optimization.

Self-Hosted AI Infrastructure

Deployed and maintained production VPS environment hosting Ollama LLM models, n8n automation workflows, and PostgreSQL databases. Includes firewall configuration, Docker networking, package management, and continuous security updates. Documented entire troubleshooting journey including debugging connection issues, optimizing resource usage, and resolving deployment conflicts.

EDUCATION

Masters in Law Administration

University of Denver School of Law | 2005 – 2007 | GPA: 3.98

B.A. English (Cum Laude)

University of Massachusetts-Amherst | 1988 – 1992 | GPA: 3.35