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OpenAI User Operations Team
San Francisco, CA

Dear OpenAI User Operations Team,

I'm excited to apply for the User Operations Specialist role at OpenAI because building the world's first post-AGI support team represents exactly the kind of undefined, high-impact challenge where I thrive. Your mission to ensure exceptional customer experiences with transformative AI technology aligns perfectly with my 10+ years of solving complex technical problems for users while simultaneously building AI systems myself.

While my resume shows 4+ years in formal tech support roles at SimpleCast/SiriusXM, I've actually been providing technical support and troubleshooting for users for over a decade through my educational content platform. I've helped 41,500+ subscribers solve problems ranging from API integration failures to RAG system debugging, maintaining a 100% response rate across YouTube comments, email, and social media. This experience taught me to be among the foremost experts on cutting-edge AI tools, often before official documentation exists. When users encounter errors with OpenAI's API, Claude's context windows, or Gemini's function calling, I'm the one debugging the issue, finding the root cause, and translating the solution into clear guidance.

What makes me uniquely qualified for OpenAI is that I don't just support AI products. I build with them. I've deployed production RAG systems using PostgreSQL/pgvector, hosted LLMs via Ollama on VPS infrastructure, orchestrated complex automation workflows in n8n, and written Python scripts to solve repetitive technical challenges. This hands-on experience means when a customer reports an embedding dimension mismatch or a vector database connection timeout, I immediately understand the technical context and can partner effectively with your engineering teams to resolve it. I'm comfortable reading error logs, understanding API responses, and even writing code to reproduce and debug issues.

The aspects of this role that energize me most are the ambiguity and the innovation. You're not looking for someone to follow a playbook. You're building the playbook for post-AGI support. My entire career has been about defining the undefined: creating tutorials for tools that launched hours earlier, troubleshooting problems no one has documented yet, and building solutions when Stack Overflow has no answers. I question established norms naturally, identify root causes systematically, and proactively drive process improvements. When I see a pattern in support issues, I don't just resolve them individually. I create documentation, build automation, or develop tools that prevent them at scale.

I'm also drawn to OpenAI's hybrid model and San Francisco location. While I've excelled in remote support roles, I believe the best post-AGI support team will be built through close collaboration. I'm ready to relocate and be in the office three days per week, contributing to the supportive and productive culture you're fostering.

I bring a humble attitude, an eagerness to help others, and a genuine passion for ensuring that the incredible potential of AI benefits everyone, not just technical experts. I'd love to be part of the team shepherding OpenAI's customers through their AI adoption journey.

Thank you for considering my application. I'm excited about the possibility of contributing to OpenAI's mission and would welcome the opportunity to discuss how my experience can support your User Operations team.

Best regards,

Mike Murphy