Byron Taroc

Technical Support Engineer

✉ byrontaroc@gmail.com   📞 (757) 414-3022   📍 Onancock, VA   🔗 byrontaroc.me

SUMMARY

Technical Support Engineer with 10+ years of experience debugging SaaS systems across APIs, logs, and event data. Specializes in reconstructing system behavior when platform visibility is limited. Experience in email security, deliverability, and building internal tools that improve support operations.

EXPERIENCE

Technical Support Engineer   06/2025 – Present
Swifteq
- Debug issues across API, frontend, and backend layers
- Analyze logs in New Relic and Mailgun to identify root causes
- Reproduce issues and partner with Engineering on resolution
- Execute account-level changes using Python and Bash scripts
- Troubleshoot Zendesk-based applications and integrations
- Investigate issues using API responses, logs, and event data to determine root cause

Senior Customer Support Manager / Zendesk Administrator   07/2024 – 03/2025
Kajabi
- Owned and optimized Zendesk platform across Support, Guide, Explore, Talk, Messaging, and Sunshine Conversations
- Integrated AI (Forethought) into support workflows, achieving 40% ticket deflection
- Built internal tools using Zendesk API, JavaScript, and Google Apps Script to automate workflows and improve visibility
- Led migration from Zendesk Chat to Messaging, then to Sunshine Conversations
- Investigated phishing activity and platform abuse patterns
- Audited SPF, DKIM, and DMARC to improve deliverability and sender reputation
- Managed onboarding and offboarding across Zendesk, Slack, Google Workspace, and Mailgun
- Led and scaled a 130-person global support team
- Maintained 96% CSAT through operational and system improvements

CORE SKILLS

Technical Troubleshooting
API debugging (REST, Postman)
Log analysis (New Relic, Mailgun)
Root cause analysis and issue reproduction
Browser DevTools and console debugging

Systems & Automation
Zendesk (Support, Guide, Explore, Talk, Messaging, Sunshine Conversations)
Zendesk API, webhooks, triggers
Zapier, Make (Integromat)
Slack integrations

Technical Stack
JavaScript, Python, Bash, PHP
HTML, CSS
JSON, CSV

Email & Security
SPF, DKIM, DMARC
Email deliverability and sender reputation
Phishing detection and abuse investigation

KEY PROJECTS

Zendesk Acceptance Rate Reconstruction
- Pulled audit logs via Zendesk API
- Identified agent accept events from ticket audit data
- Parsed JSON audit data to reconstruct agent behavior from raw event logs
- Restored visibility into agent behavior after system migration

Real-Time SLA Alerting System
- Used Zendesk webhooks to send SLA events to Slack for real-time alerts
- Monitored ticket thresholds in real time
- Enabled proactive intervention before SLA breaches
- Reduced response time by 30%

Internal AI Agent Assist Bot
- Built Slack-based assistant using webhooks and OpenAI API
- Processed agent queries and returned responses in real time
- Reduced reliance on SMEs and improved agent productivity

DSAT Recovery System
- Triggered alerts using Zendesk ticket events for negative feedback
- Logged and tracked DSAT cases via Google Sheets
- Enabled structured follow-up, coaching, and product feedback
- Ensured 100% DSAT review within 4 hours

Email Deliverability & Security Investigations
- Analyzed SPF, DKIM, and DMARC configurations
- Investigated spam placement and sender reputation issues
- Identified phishing patterns and account abuse
- Improved email deliverability and trust signals

CERTIFICATIONS

- Zendesk Administrator
  Certification