

ALEKS OZOLINS

NJ, USA

SIGNAL

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EMAIL

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BACKEND ENGINEER

Highly technical engineer operating at the highest support tier, bridging the gap between support and engineering through direct code contributions, advanced debugging, and systems-level thinking informed by deep product insights. Hands-on experience in Zapier's codebases, observability tools, and deployment platforms. Known for self-directed growth, rapid learning, and a pragmatic, customer-oriented approach to solving complex problems. Passionate about improving product reliability and mitigating customer pain points through robust tooling, clear documentation, and scalable solutions. Proven ability to thrive in remote, asynchronous environments while driving meaningful technical outcomes. Quick to ramp, naturally curious, and motivated by improving systems for both users and engineers.

SKILLS

| APIs | Linux | AI | Python | JS | Shell Scripting | Emacs | Git | CI/CD | Logging | Observability | QA | Support |

EXPERIENCE

Zapier

Remote (NJ) // Product Escalations Engineer // 10/2024 – Present

- Serve as the highest-level technical escalation point in Support, specializing in diagnosing product issues by analyzing source code and internal systems across Zapier's stack.
- Submit MRs to production codebases in collaboration with engineering teams, maintaining fluency in Git workflows and organizational development practices.
- Operate across diverse tools and platforms, including Vercel for frontend deployments and Datadog for observability and incident analysis.
- Participate in internal technical discussions with engineers and product managers, providing scoped technical context and advocating for prioritization of high impact fixes.
- Collaborate cross-functionally to improve support-to-engineering feedback loops, reducing customer-facing incidents and lowering ticket volume by proactively identifying root causes.

Remote (NJ) // Senior Technical Support Specialist – Team Edge Support Embed // 4/2023 – 10/2024

- Triaged CRIT issues
- Developed internal and external documentation for Static IP feature and enabled Global Support
- Assisted in Prometheus Dashboard audit/consolidation

Remote (NJ) // Senior Technical Support Specialist // 11/2022 – 4/2023

Remote (NJ) // Customer Champion // 07/2021 - 11/2022

Knack

Remote (NJ) // Customer Success Team - Weekend Support Specialist // 03/2021 - 07/2021

- Provide workflow/troubleshooting support via email/messenger channels
- Help improve product by gathering user feedback and communicating with development teams

- Refine both internal and external documentation
- Provide mission critical weekend support escalating issues as necessary to on call engineer

ICANotes

Remote (NJ) // Customer Support Team // 07/2020 – 02/2021

- Provides tier 1 phone, email, and chat support, from individual practices to multi-location inpatient facilities
- Achieved a 94% one day resolution rate in first 2 months in role, regularly exceeds SLA/metrics expectations
- Resolved 30 – 45 tickets per day, logging all customer interactions via email, chat, and phone
- Gathered data for issue escalation and bug reports/data problems
- Provided feedback to development/QA team on prerelease features
- Provides support for third-party integrations and coordinates with external support teams as needed
- Operated within strict guidelines to preserve HIPAA compliance and protect patient data

OzoStudio Services

Verona, NJ // IT Support/Consulting and Services // 2012 – 2018

- Provide remote software/hardware support via phone/remote desktop/Zoom channels
- Use FOSS to minimize spending and optimize workflows
- Organize and maintain large-scale digital performance libraries
- Assemble and implement redundant storage solutions for clients and networking solutions for data pooling/sharing
- Assemble custom hardware and software solutions for audio/video production
- Audio recording, editing and mixing using Avid Pro Tools

American Federation of Musicians, Local 802

New York, NY // Professional Musician: French Hornist // 2005 – present

- Orchestra member for Broadway productions including Les Miserables, Wicked, The Phantom of The Opera, South Pacific, Beauty and The Beast, Anastasia, The Great Gatsby, The Radio City Christmas Spectacular. Dr. Zhivago, the Original Broadway Cast Recording: French Horn.
- Former Principal Horn at Philharmonic Orchestra of The Americas. Multiple tours to Mexico and two albums recorded on Sony Classical

Ed. Kruspe Metallblastinstrumente (Brass instrument manufacturer)

Stutenberg, Germany // Remote Design Consultant // 2018 – 2020

- Evaluate quality control, design and fitment issues on prototype and production models
- Choose pipe tapers and determine proper taper lengths
- Ensure standardization of receiver dimensions
- Form coherent design goals based on time-tested models

EDUCATION

Manhattan School of Music

Master's degree, Orchestral Performance, Horn // 2003 – 2005

Artist Diploma, Horn // 2005 – 2006

The College of New Jersey

Bachelor's degree, Music Education // 1999 - 2003