

# Harrison Vance Collender

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## PROFESSIONAL SUMMARY

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Empathy-driven Technical Support Specialist with 12+ years of experience resolving complex issues in high-growth SaaS environments. Expert in API diagnostics (REST, Webhooks) and translating technical blockers into clear, customer-friendly solutions. Proven track record of maintaining 98%+ CSAT scores while providing strategic "Follow-the-Sun" coverage for US-based teams. Dedicated to reducing friction through superior documentation and structured problem-solving.

## TECHNICAL SKILLS

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**Support & CX Ops:** Zendesk, Intercom, Jira Service Management, Salesforce, SLA/MTTR Management, Conflict De-escalation, Knowledge Base (KB) Authoring, Internal SOP Design

**Technical Debugging:** Chrome DevTools (Network/Console), Postman (API Testing Certificate), cURL, REST API Payloads, Webhooks, Log Analysis (Datadog, Splunk)

**Platforms & Automation:** Zapier, Make, n8n, Claude/LLM Orchestration, Python & Bash Scripting, Linux CLI

**Infrastructure Literacy:** Kubernetes, Docker, AWS (EC2, S3), GCP, Networking (DNS, SSL/TLS)

## PROFESSIONAL EXPERIENCE

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### Technical Support & Operations Lead | QuantsEdge AI

2024 - Present

- Resolved 50+ complex technical customer escalations weekly involving API failures and authentication blockers, consistently achieving 98%+ CSAT.
- Acted as the primary "Bridge to Engineering," reproducing bugs via log analysis (Datadog) and providing actionable reproduction steps to developers, reducing escalation back-and-forth by 30%.
- Authored and maintained internal "Technical Triage SOPs," standardizing how the team identifies and isolates high-severity outages.
- Built automated health-check notifications to proactively notify customers of service status, improving transparency and reducing duplicate ticket volume.

### Technical Service Operations Lead | Nomad Labs

2020 - 2024

- Owned the regional technical support queue (UTC+7), resolving advanced tier-2 escalations involving complex customer-built automations (Zapier, Make, n8n) and native API workflows.
- Drafted 20+ customer-facing Knowledge Base articles that simplified complex product features, resulting in a 15% reduction in repetitive technical queries.
- Handled high-priority enterprise support cases, managing stakeholder expectations during critical incidents through clear, empathetic, and frequent communication.
- Identified technical blockers via Chrome DevTools and documented "Gold Standard" reproduction files (HAR) for engineering teams.

### Operations Manager | RX Hollywood

2012 - 2020

- Managed high-reliability operational workflows in regulated environments, ensuring 100% compliance and service continuity over an 8-year period.
- Resolved high-impact service incidents by coordinating cross-departmental responses and communicating resolutions to diverse stakeholder groups.

## KEY SUPPORT PROJECTS

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### Technical Support Reproduction SOP | <https://github.com/h-vance/api-failure-analysis>

- Developed a comprehensive suite of troubleshooting SOPs and customer-facing guides for diagnosing API failures.
- Created standard reproduction patterns to streamline the support-to-engineering handoff process.

### AWS Bedrock Support Agent | <https://github.com/h-vance/aws-bedrock-ops-agent>

- Built an AI-powered diagnostic tool designed to analyze system logs and suggest remediation steps for common infrastructure errors.

## CERTIFICATIONS & EDUCATION

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- Intercom: World-Class Support (ID: 182821629)
- Zendesk: Zendesk Agent (Technical Support)
- Postman: API Testing v12 (ID: vp8r7rvj9ie8)
- IBM: Getting Started with AI (LLMs)
- Datadog: Site Reliability Engineer (SRE)

- Datadog: Core Skills (Infrastructure)
- MongoDB: Memory for AI Apps / AI Agents
- MongoDB: Monitoring Tools / AI Strategy
- AWS Certified Solutions Architect (In Progress)
- Education: Self-Directed Technical Study