

Lazare Herzi

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Technical Support Engineer with 3+ years owning high-volume cases end-to-end (60–200+ chats/day) and sustaining strong outcomes (94–96% CSAT, <1 minute first response). Product-minded and metrics-driven: establishes/monitors SLAs, diagnoses issues with structured repro + logs, and delivers crisp escalations, SOPs, and playbooks. Comfortable supporting billing-related workflows (subscriptions, account access) and learning usage-based billing; AWS CCP certified.

Skills

- Support: case ownership, prioritization, customer advocacy, incident comms, SLA tracking/reporting
- Tools: Slack + email support, Intercom, Jira (ticketing/escalation), Confluence (SOPs/KB/runbooks)
- Debugging: structured repro steps, log/screenshot review, browser developer tools; RCA-style summaries and handoffs
- APIs & Scripting: Python (scripting), REST APIs; comfortable building small scripts/tools to pull data via APIs
- Data: SQL (basic), metrics/dashboards for support health; data-driven process improvements
- Certifications: Microsoft 365 Fundamentals (MS-900) • AWS Certified Cloud Practitioner (CLF-C02)
- Languages: French (B2), Spanish (B1), Japanese (A2 — learning)

Technical Support Experience

Customer Support (Technical)

Remote

Blueprint Test Preparation

03/2022–Present

- Resolve inbound issues via chat/email (Intercom) using SOPs/playbooks; own follow-through end-to-end and coordinate with cross-functional teams as needed.
- Maintain <1 minute first-response times across 60–200+ chats/day while sustaining 96% CSAT; track SLAs (response + time-to-resolution), volume, and recurring issue trends.
- Investigate errors and unexpected behavior using structured reproduction, logs/screenshots, and browser dev tools; form hypotheses and validate fixes/workarounds.
- Create high-signal Jira escalations (impact, repro, evidence) and partner with Engineering/Product; expand Confluence KB/SOPs to reduce repeat issues and drive continuous improvement.

Verizon

Daly City, CA

Retail Solutions Specialist (Customer Support)

12/2023–11/2024

- Provided hands-on support for iOS/Android devices (setup, migrations, account access, OS/app conflicts, connectivity) and explained fixes clearly to non-technical users.
- Maintained 94% CSAT in a walk-up environment requiring rapid diagnosis, empathy, and reliable follow-through.
- Supported secure device handoffs and basic inventory hygiene (tracking accessories, swaps, repairs) to keep customers operational.

Mobile Express Clinic

San Diego, CA

EMT / IT Support

01/2021–07/2022

- Maintained and provisioned a fleet of iPads and workflow apps used for intake/operations; handled setup, troubleshooting, and basic device tracking under time pressure.
- Supported credentialing/access workflows in a compliance-sensitive environment; reinforced device/login hygiene and reliable operations.

Education

U.C. Berkeley — Haas School of Business

B.S. Business Administration

Berkeley, CA

Class of 2020