

ALEKS OZOLINS

Product Escalations Engineer

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US and EU citizen (Latvia)

Summary

Engineer with hands-on experience in Zapier's codebase, observability stack, and deployment systems. Combines deep debugging skills with direct customer insight to identify high-impact reliability issues. Driven by automation, systems thinking, and eliminating unnecessary complexity. Remote-native, fast to ramp, and motivated by systems that work for both users and engineers.

Experience

- 10.24-Pres **Product Escalations Engineer, Zapier, Remote**
 - Serve as senior technical escalation point, diagnosing complex issues through direct source code analysis across Zapier's platform
 - Designed AI-assisted release validation framework that converts code changes into structured exploratory testing, catching regressions early
 - Contribute to production codebases, resolving bugs and submitting MRs in collaboration with Engineering
 - Established repeatable bug-fixing path for Product Escalations, adopted by broader team
 - Partner with Product and Engineering to surface high-impact issues and influence prioritization
- 04.23-10.24 **Senior Technical Support Specialist, Premier Support, Zapier, Remote**
 - Provided priority support for enterprise customers
 - Embedded with engineering team as support liaison; triaged critical issues and developed documentation for Static IP feature
 - Contributed to Prometheus dashboard audit and consolidation
- 07.21-04.23 **Customer Champion, Zapier, Remote**
 - Provided frontline email support for Zaps, troubleshooting workflow automations
- 03.21-07.21 **Weekend Support Specialist, Knack, Remote**
 - Provided workflow and troubleshooting support via email and chat
 - Gathered user feedback and communicated issues to development teams
 - Handled weekend escalations to on-call engineers
- 07.20-02.21 **Customer Support, ICANotes, Remote**
 - Resolved 30-45 tickets daily with 94% one-day resolution rate
 - Provided feedback to development/QA on prerelease features
 - Operated under strict HIPAA compliance requirements
- 2012-2018 **IT Support/Consulting, OzoStudio Services, NJ**
 - Provided remote support and assembled custom hardware/software solutions
 - Implemented storage and networking solutions using FOSS to minimize costs
- 2018-2020 **Remote Design Consultant, Ed. Kruspe Metalblastinstrumente, Germany**

Evaluated quality control and design specifications on prototype brass instruments.
- 2005-Pres **Professional Musician, French Horn, AFM Local 802, New York, NY**

Broadway: Les Miserables, Wicked, Phantom of The Opera, South Pacific, Anastasia, The Great Gatsby, Radio City Christmas Spectacular. Former Principal Horn, Philharmonic Orchestra of The Americas (tours to Mexico, two albums on Sony Classical).

Skills

Languages Python, JavaScript, Bash, Emacs Lisp
Platforms Linux, GitLab CI
Observability DataDog, Grafana, Graylog
Testing PyTest, Playwright, QA workflows
Tools Git, Emacs
AI/LLMs Prompt engineering, LLM APIs, model selection

Education

2005 – 2006 **Artist Diploma, Horn**, *Manhattan School of Music*, New York, NY
2003 – 2005 **Master of Music, Orchestral Performance, Horn**, *Manhattan School of Music*, New York, NY
1999 – 2003 **Bachelor of Music, Music Education**, *The College of New Jersey*, Ewing, NJ

Projects

ozojob Version-controlled resume management with \LaTeX and conditional public/private builds.
org-taube Email-first capture pipeline for Org mode. Python. github.com/aleksozolins/org-taube
ozolins.xyz Personal website built with Org-mode and self-hosted.
ozofin Personal finance system using hledger with Emacs integration.