

Aram Kim

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SUMMARY

Technical engineer with 7+ years of experience spanning systems engineering, automation, and full-lifecycle ownership of complex enterprise issues. Comfortable operating as an individual contributor or a technical lead: diagnosing problems at the Linux/network level, building Python automation and API integrations, and mentoring engineers while driving cross-functional initiatives from root cause to resolution. Looking to bring that same ownership to engineering and technical leadership roles.

CORE STRENGTHS

Technical Leadership & Mentorship: guiding engineers through complex troubleshooting, owning escalations end-to-end, and building documentation and runbooks that scale a team's capability

Systems Engineering & Automation: Linux/Unix administration, Python automation, REST/SOAP APIs, and SQL/relational databases

Cross-Functional Collaboration: partnering with Engineering, Product, and Ops to drive root cause analysis and long-term fixes across enterprise environments

EXPERIENCE

Senior Technical Support Engineer - **Gorilla** Jun 2024 - Present | Austin, TX

- Own end-to-end resolution of complex production issues across Linux and Windows enterprise environments, acting as the senior technical escalation point for Premier and enterprise customers.
- Diagnose and resolve advanced API integration, webhook, and SSO/SCIM issues, partnering with Engineering, Ops, and Product to drive root cause analysis and long-term fixes.
- Administer Okta SSO/SCIM and AWS Linux infrastructure, including provisioning, roles, and permissions.
- Lead technical mentorship for junior engineers on troubleshooting methodology and escalation best practices; author knowledge base articles and runbooks that scale team capability.
- Engineer Python automation for diagnostic workflows, improving resolution time by 50% and raising CSAT from 95% to 98%.

Technical Product Support Specialist - **SourceDay** Dec 2022 - May 2024 | Austin, TX

- Engineer and troubleshoot a Linux-based, Postgres-backed application, writing complex SQL queries to diagnose data integrity and integration failures across 30 to 40 live ERP integrations.
- Resolve issues across Ruby, JavaScript, REST, and SOAP APIs in multi-vendor environments; build Grafana dashboards to proactively catch anomalies before customer impact.
- Serve as technical liaison for escalated enterprise accounts, reproducing issues in test environments, authoring engineering bug reports, and writing API/SDK guides and internal SOPs.

Project Engineer (Contract via Wipro) - **Meta** Apr 2022 - Dec 2022 | Austin, TX

- Supported Linux-based systems and delivered complete triage documentation for AR/VR prototype hardware issues, achieving zero escalations to upstream teams.
- Automated firmware troubleshooting tools, boosting team productivity by 50% within three days.

Internal Technical Consultant / Specialist Game Master - **Blizzard Entertainment** Jan 2015 - Feb 2021 | Austin, TX

- Resolved 1,000+ cases per month at a 97% first-time resolution rate, ranking in the top 15% of 500 employees.
- Diagnosed network-level connectivity issues via packet capture and protocol analysis (TCP, DNS, firewall, VPN) for developer-facing SDK and API integrations.
- Authored 100+ internal and external knowledge base articles using HTML, CSS, and JavaScript, reducing repetitive inquiries by 25%.

EDUCATION & CERTIFICATIONS

MBA - Western Governors University*Sep 2024 - Feb 2026*

B.S. Information Technology & Security - University of Phoenix (GPA 3.5)*Aug 2020 - May 2023*

Software Engineering Certificate - Hack Reactor*Jan 2022 - Sep 2022*

Certifications: freeCodeCamp - Front End Development Libraries, JavaScript Algorithms & Data Structures, Responsive Web Design