

Jason Persinger

TECHNICAL SUPPORT ENGINEER

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SUMMARY

PROFILE

Technical support engineer with 5+ years resolving complex SaaS workflows, leading escalations, and building tooling that scales support quality. Specialized in enterprise leave management, tracing issues across intricate leave, accommodation, and compliance configurations to guide HR administrators and their employees to clear resolutions. Comfortable on the technical side as well, with hands-on scripting, API debugging, and SQL skills, plus production experience building LLM-powered internal tooling. Strong track record in root cause analysis, technical documentation, and cross-functional work with product and engineering. Open to remote support, customer success, and implementation engineering roles at technical SaaS companies.

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FOCUS

CORE COMPETENCIES

- Enterprise leave management
- Leave, accommodation & compliance configuration
- Root cause analysis
- Escalation management
- Log & config investigation
- API & integration debugging
- Technical documentation
- LLM & AI support tooling
- Customer onboarding
- Product & engineering partnership
- Salesforce & Jira

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WORK

PROFESSIONAL EXPERIENCE

Software Support Analyst · AbsenceSoft

JAN 2023 – JUL 2026

Denver, CO (Remote)

- > Lead technical investigation and root cause analysis on complex enterprise leave-management cases, tracing issues across application workflows, configuration state, and third-party integrations.
- > Designed and maintain a suite of internal AI tools on the Claude API, with structured system prompts governing ticket triage, reply drafting, Jira escalation comments, RCA docs, and Tier-2 escalation packages.
- > Author user guides, troubleshooting runbooks, and knowledge-base content that reduce repeat contact volume and accelerate new-hire onboarding.
- > Partner with product and engineering through Salesforce and Jira to escalate defects with reproducible test cases, scope customer impact, and drive resolution within SLA targets.
- > Consistently exceeded team KPIs, including ticket-closure volume, ticket-quality scores, and customer satisfaction.

Owner & Operator · Pixel Patcher

AUG 2025 – PRESENT

Roanoke, VA · pixelpatcher.com · Concurrent

- > Founded and operate a mobile PC-repair and IT-services sole proprietorship serving residential and small-business clients across southwest Virginia, handling the full lifecycle from intake and diagnosis through repair, invoicing, and post-service support.
- > Built the operational stack end-to-end, including business formation, insurance, payment processing, branded customer documents, and a self-hosted RustDesk remote-support relay.

Support Team Lead • **Binance.US**

JUL 2021 – DEC 2022

San Francisco, CA (Remote)

- > Led a team of ~8 support analysts handling escalated, time-sensitive cases on a regulated US cryptocurrency exchange, driving a 65% reduction in average ticket resolution time.
- > Built onboarding and ongoing training programs covering product knowledge, support workflows, and regulatory-compliance requirements.
- > Created and maintained the knowledge base that became the team's primary resource for onboarding and day-to-day troubleshooting.
- > Coached team members through regular feedback, structured case review, and individual skill-development plans.

PowerSchool

NOV 2018 – JUN 2021

Roanoke, VA

Implementation Project Manager

DEC 2019 – JUN 2021

- > Managed end-to-end SaaS implementations for K-12 school districts, from discovery and configuration through training and post-launch support, coordinating with client stakeholders and internal engineering to resolve integration and configuration issues.
- > Delivered training for administrators, teachers, and support staff, adapted to varying technical comfort levels.

Online Solution Specialist

NOV 2018 – DEC 2019

- > Delivered remote training and product walkthroughs to K-12 administrators, teachers, and IT staff onboarding to PowerSchool's online learning solutions.
- > Authored knowledge-base content and quick-reference materials that supported customer self-service and reduced inbound support load. Promoted to Implementation Project Manager in Dec 2019.

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BUILD

SELECTED PROJECTS

holler.works // regional tech job board

Regional tech job board focused on Appalachia. Full-stack production app on Firebase with a Cloud Functions backend, Netlify frontend, and magic-link admin auth. Designed, built, deployed, and operated end-to-end.

Self-hosted home infrastructure // voidbox

Linux server stack running Pi-hole in Docker, Tailscale mesh networking for secure remote access over CGNAT, automated rclone backups via systemd timers, and a personal markets dashboard. Hands-on Linux administration, containerization, and networking.

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STACK

TECHNICAL SKILLS

OS / SHELL	Linux (daily driver, CachyOS), Bash scripting, Git
LANGUAGES	Python, SQL, JavaScript, HTML/CSS
APIS / PROTO	REST & JSON, SSO, SAML, OAuth, basic networking
SUPPORT	Salesforce, Zendesk, Jira, knowledge-base authoring
AI / LLM	Claude API, Gemini API, prompt engineering for production support workflows
INFRA / DEPLOY	Docker, Tailscale, Firebase, Netlify, systemd, self-hosted services

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CREDS

EDUCATION & CERTIFICATIONS

B.S. English Literature	RADFORD UNIVERSITY
Google IT Support Professional Certificate	GOOGLE