

Amin Amos

[linkedin.com/in/aminamos](https://www.linkedin.com/in/aminamos)

EXPERIENCE

Support Engineer, **Perforce**, Minneapolis, MN 02/2024 - Present

- Built troubleshooting tools and support scripts using JavaScript, Python, and AI coding tools such as Claude Code and Codex
- Diagnosed customer issues across BlazeMeter's testing platform, including API monitoring, performance testing, and Private Location deployments in Docker, Kubernetes
- Guided enterprise clients through SAML SSO implementations and updates
- Leveraged public and internal REST APIs to troubleshoot customer use cases and implementation issues
- Managed plan provisioning to ensure seamless contract renewals and uninterrupted service

Support Engineer, **Mux**, Seattle, WA (Remote) 11/2020 - 06/2023

- Assisted sales team with urgent customer questions
- Debugged REST API request and response errors
- Formatted and tracked customer feature requests and engineering defects
- Reviewed and modified externally facing technical documentation
- Submitted and reviewed minor code changes for JavaScript and Python SDKs
- Supported technical customers with video-on-demand and live streaming products

Technical Support Engineer, **Apptio**, Bellevue, WA 08/2019 - 11/2020

- Answered customer questions related to product functionality via email and phone
- Explained and demonstrated REST API best practices to customers
- Investigated discrepancies in data or financial logic to mitigate unexpected results or performance issues
- Translated bug reports from customers into actionable user stories for the engineering team
- Wrote scripts in vanilla JavaScript to automate repetitive tasks

Technical Analysis Senior Associate I, **Turnberry Solutions**, Minneapolis, MN 08/2018 - 03/2019

- Consulted as a Technical Business Analyst for a data warehouse migration project
- Collaborated with data architects to ensure technology recommendations reflected business needs
- Interviewed stakeholders; documented and organized requirements

Technical Analysis Associate II, **Turnberry Solutions**, Minneapolis, MN 01/2017 - 10/2018

- Investigated financial anomalies, traced the source of non-standard transactions
- Performed software acceptance testing for a new billing solution
- Produced reports using SAP Business Intelligence and Microsoft Excel
- Researched new SAP Finance features, wrote test cases and assisted with business requirements
- Trained business users on SAP Finance processes

CREDENTIALS

Flatiron School - Software Engineering 06/2019 - 03/2020

Hamline University, St. Paul, MN

Bachelor of Business Administration – Finance

12/2016

TECHNICAL SKILLS

Python, Ruby on Rails, HTML, CSS, JavaScript, SQL, Amazon Web Services, Agile (Scrum, Kanban), Customer Success, Requirements Gathering