

DYLAN GLOVER

Technical Support Lead | API & SaaS Support | AI + Azure Cloud Projects

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PROFESSIONAL SUMMARY

Technical Support Lead with 7+ years of enterprise SaaS experience turning complex customer problems into reproducible bug reports, durable documentation, and closed loops with Engineering. Also a builder: three production web apps deployed to Azure — spanning Phoenix LiveView, React/Node, serverless Functions, and LLM integrations with real rate limiting and cost controls. Combines deep API debugging and escalation leadership with hands-on cloud deployment experience.

TECHNICAL SKILLS

Support & Leadership: Escalation workflows, severity triage, root cause analysis, runbooks & KB ownership, new-hire mentoring, SLA-minded communication, bug reporting, product demonstrations, and enterprise implementation

APIs & Debugging: REST APIs, JSON, HTTP/HTTPS, webhooks, log analysis, API response inspection, browser DevTools, client/server debugging

Languages & Frameworks: JavaScript (Node.js, Express, React, Vite), Elixir (Phoenix LiveView), Python, SQL, HTML/CSS, Tailwind CSS

Cloud & DevOps: Azure (VMs, Static Web Apps, Functions, Table Storage, DNS/custom domains, cost management), Linux, systemd, Caddy/TLS, GitHub Actions CI/CD, Docker fundamentals; AZ-900 in progress

Data & AI: PostgreSQL, MongoDB Atlas (Mongoose), Anthropic Claude API, Ollama, RAG-style KB search, API rate limiting & spend ceilings; Vitest, ESLint/Prettier, axe-core accessibility (WCAG 2.1 AA)

PROFESSIONAL EXPERIENCE

Product Support Lead | Axure Software | Austin, TX *Feb 2022 – Mar 2026*

- Delivered Tier II/III technical support for enterprise SaaS clients of UX design software across APIs, webhooks, and system integrations — maintaining 95%+ CSAT across 50+ weekly tickets.
- Diagnosed customer issues through log analysis, API response inspection, and remote environment debugging, reducing resolution time and repeat-contact rate across a growing developer user base.
- Translated ambiguous customer reports into reproducible bug reports and escalation packets; partnered with Engineering and QA to validate fixes and close the loop with enterprise customers on resolution timelines.
- Authored knowledge base articles and internal runbooks for recurring failure patterns, measurably reducing inbound volume for known issues.

Technical Support Lead | MadCap Software | Austin, TX *Feb 2019 – Feb 2022*

- Led enterprise technical support for technical documentation software across complex installations, publishing workflows, and system configurations — managing escalations and translating issues into clear Engineering bug reports.
- Built structured troubleshooting guides and escalation workflows that improved team resolution consistency and reduced onboarding ramp time for new support engineers.
- Mentored and trained support hires, establishing team-wide technical depth across common failure patterns and product behavior.

TECHNICAL PROJECTS — BUILT & DEPLOYED ON AZURE

SupportBot — AI-Powered Customer Support Platform | Elixir, Phoenix LiveView, PostgreSQL, Azure VM dylanglover.com

- Built a full-stack support platform — real-time chat, AI-assisted ticket triage, agent assignment, RAG-style knowledge-base search — designed from 7 years of enterprise support experience.
- Engineered a provider-configurable LLM layer (Claude API / local Ollama) with a deterministic, KB-grounded fallback so the app degrades gracefully; deployed on an Azure VM with Ubuntu, systemd, self-managed PostgreSQL, and Caddy auto-HTTPS.

PromptCoach — AI Prompt Coaching App | React, Azure Static Web Apps + Functions promptcoach.dylanglover.com

- Built a prompt-rating and practice-grading app on the Claude API with GitHub OAuth; deployed via Azure Static Web Apps + managed Functions with GitHub Actions CI/CD.
- Implemented per-IP rate limiting and a daily spend ceiling backed by Azure Table Storage, bounding LLM API cost exposure on a public endpoint.

Plot Twist — Time-Locked Invitation Web App | React, Node/Express, MongoDB Atlas plottwist.dylanglover.com

- Built a MERN-style app in an npm-workspaces monorepo where invite reveal states derive purely from timestamps — covered by Vitest boundary tests — with centralized Express error middleware and a privacy-conscious, backend-only Unsplash image proxy.
- Hardened for production: zero WCAG 2.1 A/AA violations (axe-core), link-preview metadata, and single-service deployment behind Caddy on Azure.

EDUCATION & CERTIFICATIONS

Full Stack Web Development Bootcamp — University of Texas at Austin | **Associate of General Studies** — Austin Community College
| **Microsoft Azure Fundamentals (AZ-900)** — In Progress