Evan Baker

Senior Technical Support & Operations Leader

Tier 2/3 Escalations · API Troubleshooting · SQL · Log Analysis · Defect Triage · RCA

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SUMMARY

Technical support and operations leader with 7+ years improving escalation frameworks for B2B SaaS, travel technology, fintech, and enterprise software companies. Specialize in resolving complex production issues, managing high-severity incidents, and defect triage, working closely with Product and Engineering to translate technical problems into clear priorities and drive fixes. Build scalable, data-driven processes that help Support and Engineering teams work more efficiently.

PROFESSIONAL EXPERIENCE

Technical Program Manager
06/2025 – 05/2026

Rocket Travel by Agoda | *Chicago, IL (Hybrid)*

- Owned production issues end to end on white-label hotel booking sites for 10+ enterprise banking and airline partners, leading four support engineers across defect triage, deployments, monitoring, incident response, and RCA.
- Launched a centralized support intake for all B2B partners with a severity model and SLAs, cutting bug resolution time 20%, raising SLA compliance 15%, and designing Grafana-based KPI reports for executive leadership.
- Led critical incident response (3–10 incidents a month), ran post-mortems with prevention action items, and delivered partner-facing RCAs; joined partner bug reviews and QBRs with Product and Engineering.
- Ran UAT for the most strategic partner after each monthly release, coordinated maintenance windows and failover testing, and built post-launch handoff playbooks for three partner launches.
- Migrated the service desk from Zoho to Jira Service Management and launched a Slack bot that auto-triaged requests, raising first contact resolution 15%.

Technical Client Support Specialist
01/2025 – 06/2025

TaxCloud | *Chicago, IL (Remote)*

- Hired to build the technical support function from scratch at TaxCloud, a SaaS startup that automatically calculates and files sales tax for thousands of e-commerce businesses across all 50 states.
- Ran live troubleshooting over Zoom for complex e-commerce integration issues (Shopify, QuickBooks, Square, Stripe, Odoo), reproducing API calls in Postman and querying tax data with SQL, Azure Data Studio, and Datadog.
- Managed a Tier 2 HelpScout queue of ~40 escalations a month, reproduced and reported bugs to Product, and worked with state departments of revenue to correct inaccurate filings.
- Overhauled documentation for all 7 integrations (knowledge base up ~20%), readied support for releases on the GTM team, reported support metrics to executives, and helped hire support staff.

Support Engineer II
11/2023 – 03/2024

Beyond Finance | *Chicago, IL (Remote)*

- Provided Tier 2 technical support to 500+ call center staff at Beyond Finance, a consumer debt management platform, across Salesforce, Intercom, and payment partner CFTPay.
- Resolved up to 30 Freshdesk tickets a day using FullStory session replay, Snowflake SQL, and New Relic, updating Salesforce records and resolving CFTPay payment issues.
- Reverse-engineered Salesforce workflows to reproduce bugs, logged them in Jira with repro steps and impact for Product and Engineering, and kept Notion docs current.

Senior Escalation Manager
08/2019 – 11/2023

Expedia Group | *Chicago, IL (Hybrid)*

- Managed a Tier 3 Zendesk escalation queue (~30 bug reports a week) for three Partner Solutions B2B products: Rapid API (a hotel supply and booking API), TAAP (a booking and commission portal for travel agents), and a global white-label travel platform.
- Took in bug reports from partner support, account managers, integration consultants, strategic partner managers, and travel agencies, then reproduced issues and logged dev-ready Jira tickets with clear reproduction steps, evidence, and business impact.
- Diagnosed production issues with Postman, Datadog, Splunk, Glassbox, New Relic, AWS CloudWatch, and SQL, reviewing stack traces, client sessions, logs, and partner system health.
- Met regularly with 15+ engineering teams and joined sprint planning as the voice of support and partners, securing at least one escalated bug fix every sprint.
- Reprioritized all three product backlogs every two weeks and reported to C-level leadership, shrinking the high-priority bug backlog 5–15% each month.
- Joined war rooms for critical incidents, fielded partner executive escalations, and drove fixes with Expedia B2C dev teams when their changes broke B2B products.
- Served as the TAAP subject matter expert, kept the knowledge base current for all three products, built Zendesk macros and fields, and interviewed, hired, and trained new escalation managers.
- Promoted from Escalation Manager to Senior Escalation Manager in March 2023.

Client Support Analyst
08/2018 – 08/2019

Oracle | *Chicago, IL (Hybrid)*

- Supported Oracle Textura Payment Management, a construction SaaS that automates budgeting, payments, and compliance, on 40+ calls a day with live screen-share troubleshooting.
- Moved from supporting subcontractors to general contractors on multimillion-dollar projects, working with consultants on project setup and troubleshooting.
- Ranked in the top 10% of the support org for productivity and service metrics with 90%+ CSAT; logged bugs in Jira and trained new hires as an SME.
- Restored locked-out client managers' access within 24 hours as part of a specialized account security team.

EDUCATION

A.A., Business – Harold Washington College, Chicago 01/2019 – 05/2021

CERTIFICATIONS

Google Project Management Professional Certificate – Google 11/2026

SKILLS

Support & Technical: Defect Triage, Bug Reproduction, Root Cause Analysis, Incident & Escalation Management, Post-mortems, SLA Management, UAT & Regression Testing, API Troubleshooting, REST APIs, HTTP Status Codes, JSON, HTML, CSS, Log Analysis, Technical Documentation, Knowledge Bases

Observability & Monitoring: Monitoring & Alerting, Datadog, Splunk, Grafana, New Relic, Kibana, AWS CloudWatch, Glassbox, FullStory

Data & Reporting: SQL, Snowflake, Azure Data Studio, KPI Reporting, Looker, Tableau, Metabase

Support & Collaboration Tools: Jira, Jira Service Management, Zendesk, HelpScout, Freshdesk, Salesforce, Intercom, Postman, Confluence, Notion

AI: Custom AI Agents, Prompt Engineering, Model Context Protocol (MCP) Connections, Claude, ChatGPT, Microsoft Copilot, Glean

Leadership & Project Management: Team Leadership, Stakeholder Management, Cross-functional Coordination, OKRs, Agile, SDLC, Process Improvement, Training & Onboarding, Hiring