

Tyler Crabb

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Enterprise Support Engineer | API & Webhook Debugging | Production Root-Cause Analysis

SUMMARY

Support engineer with seven years as the technical anchor for enterprise customers on API-driven B2B platforms. Owns issues from first response through confirmed root cause: reads logs, stack traces, and payloads to isolate whether a failure originates in the customer's implementation, the platform, or an upstream partner system; reproduces defects before escalating; and runs customer and executive communication during outages. Resolved 1,144 cases in one half at Narvar with 82-85% closed within 15 days. Top Support Engineer, North America, 2025. Uses Claude Code and Codex daily for log analysis, reproduction, and RCA drafting.

SKILLS

APIs and integrations: REST, HTTP status codes and request lifecycle debugging, webhooks, JSON, OpenAPI specs, Postman, cURL, OAuth and Bearer tokens, JWS/JWT, SFTP, Stripe and checkout-integrated payment flows

Logs, data, and observability: Datadog, Google Cloud Logging, Grafana/Loki, SQL (daily), Snowflake, dbt, PostgreSQL, Metabase, Retool

Code: Python, JavaScript/Node.js, Bash, Git; reads and debugs customer integration code and writes reproduction scripts and utilities

Support operations: end-to-end ticket ownership, severity and business-impact triage, SLA adherence, incident and status-page communication, escalation to Engineering and Product, Zendesk (triggers/automations), Jira, Slack-embedded customer channels, KCS knowledge base

AI-assisted workflow: Claude Code, Codex, MCP tooling; LLM-assisted log analysis, reproduction, RCA drafts, and playbook automation

EXPERIENCE

Technical Support Engineer, Audacy / AmperWave | Remote, Jul 2026 - Present

- Own production support for streaming ad-insertion and podcast advertising applications: triage configuration and third-party integration failures across a high-throughput delivery pipeline and run technical onboarding of acquired studios. Completed the MeidasTouch implementation in the first month.

Customer Engineer, Narvar | Remote, Aug 2025 - Jul 2026

- Technical anchor for strategic retail accounts from discovery through post-launch; named technical contact embedded in customer Slack channels, partnering with account owners on account health and escalations.
- Led integration delivery for PUMA's Salesforce OMS migration: replaced daily CSV/SFTP returns processing with real-time webhooks, resolved concurrency, data-integrity, and payload issues, and supported a seven-hour overnight production cutover.
- Technical implementer for Narvar Secure, a checkout-integrated shipping-protection product, from discovery through launch. Identified a token-lifecycle conflict with asynchronous order integrations before release; worked with R&D on the platform correction.
- Restored a stalled six-brand implementation by tracing how cold-storage handling affected notification and estimated-delivery logic.

Technical Support Lead / Technical Support Engineer, Narvar | Remote, Jun 2021 - Aug 2025

- Resolved 1,144 cases in H2 FY25, highest on the North America team while volume roughly doubled, with 82-85% closed within 15 days. Investigated API, webhook, order-data, carrier-integration, and post-purchase workflow failures using SQL and log queries, isolating whether each originated in the retailer's integration, Narvar's platform, or an upstream carrier or partner system. Top Support Engineer, North America, 2025.
- Traced escalation patterns to platform defects and drove permanent fixes: a JWS token-expiration issue; a carrier tracking-number mapping error across webhook, API, and SFTP ingestion affecting tens of thousands of return shipments; unencoded characters in Shopify order numbers breaking lookups. Reproduced each before engaging Engineering and validated the fix.
- Configured and debugged integrations with Stripe, Shopify, Klaviyo, Twilio, Braze, Sparkpost, Salesforce Einstein, and Dynamic Yield for enterprise accounts.
- Owned customer and internal communication through major incidents, including a complete notification outage and peak-season status-page updates, translating technical status for executive and developer audiences; covered weekend and holiday on-call.
- Led KCS knowledge-base documentation and troubleshooting playbooks to reduce repeat tickets; wrote the team's technical hiring assessment, co-developed onboarding, and trained four of nine new hires during heavy attrition.
- As Lead (Apr 2024 - Aug 2025), managed a product support team of approximately ten and reported ticket-trend analysis to senior leadership to surface recurring friction to Product and Engineering. Selected by Narvar's CEO to partner with customer-success leadership on strategic-account escalations.

Support Engineer, Streaming Ad-Insertion, WideOrbit | Vancouver, WA, Nov 2019 - Jun 2021

- Customer-facing support for audio streaming and ad-delivery systems in production broadcast environments; wrote JavaScript and C# tools to parse station automation metadata.

EDUCATION

Engineering Immersion, Thinkful, 2019