

ORON CULZAC

L2/L3 Support Systems Engineer | API Integrations, Automation & Agent-Facing AI

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SUMMARY

L2/L3 support systems engineer for fintech and large-scale retail integrations. Combines API troubleshooting, incident investigation, SQL-led diagnosis, support reporting, workflow automation, and agent-facing AI to reduce repeat work while retaining human judgment for customer-facing decisions.

EXPERIENCE

Technical Support Analyst European e-money institution (remote) · Aug 2024–Present

- Provide L2/L3 support for CaaS/BaaS API customers: setup, integration troubleshooting, operational queries, escalation, documentation, and reporting.
- Built the support framework and knowledge base from scratch; self-service Grafana and Metabase dashboards reduced the covered recurring data requests from several per week to zero.
- Created reusable SQL, Excel, and Google Sheets diagnostic tools for common issues, reducing manual technical-support work by an estimated 80%; implemented Jira workflow automation for ticket management.
- Built RAG-based knowledge retrieval and agent-assist workflows for support teams. In internal evaluation, query time fell from 16s to 4.5s; a 389-case retrieval benchmark reached 91.8% Recall@1.
- Built an n8n customer-support prototype that progressed a stalled internal project; customer-facing decisions remain human-reviewed.

Technical Support Engineer → Software Developer Retail IT consulting (remote) · May 2021–Feb 2024

- Supported Oracle and SQL Server integration databases, BizTalk message broker, Autosys batch scheduling, and real-time retail integrations under SLA.
- Performed root-cause analysis, impact assessment, and reporting ETL; automated routine incident actions with PowerShell and SQLCMD and documented workarounds in Confluence.
- Progressed into Software Developer work: gathered requirements; produced solution and functional design documents; supported testing, deployment, go-live, post-deployment support, and CAB change control with Asia and Europe teams.

SELECTED PUBLIC WORK

Eye on Vietnam · blog.oronculzac.com
Public regulatory tracker with a source register, methodology, and corrections record.

SKILLS

SQL · Oracle · SQL Server · n8n · RAG · Grafana · Metabase · Zendesk · Jira · PowerShell · SQLCMD · BizTalk · Autosys · Confluence · Root-cause analysis · SLA operations

EDUCATION

MSc, Information Science and Information Technology — RUDN University, Moscow (2019–2021)
BSc, Information Technology — RUDN University, Moscow (2013–2017)

CERTIFICATIONS & LANGUAGES

CompTIA A+ · CIW Professional · English (native) · Russian (professional)