

# ROBERT WAELDER

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## SUMMARY

Technical support specialist with 7+ years at Feathr, bridging customer-facing support and engineering. Skilled at investigating complex bugs, identifying root causes, and communicating technical findings to both engineers and non-technical stakeholders. Builds internal tools in JavaScript and Python used daily by the team. Seeking to formalize this support-to-engineering bridge as a Product Support Engineer.

## EXPERIENCE

### Product Support Representative | Feathr | Sep 2018 – Present

- Provide real-time troubleshooting for 1,300+ nonprofit clients via chat and email, investigating complex issues across advertising, email, analytics, and reporting — maintaining near-100% satisfaction scores.
- Debug technical problems across Feathr's frontend and backend, performing root cause analysis and writing detailed engineering escalations with reproduction steps and environment context.
- Developed two JavaScript Chrome extensions with Cursor and Claude Code that are used daily by support: a domain checker for DNS troubleshooting and a geofence automation tool.
- Built a suite of Claude Code skills automating ticket triage, escalation formatting, feature request drafting, and cross-team handoff workflows.
- Translate complex technical issues into clear, personalized responses for non-technical customers; collaborate across Engineering, CS, and Product to coordinate solutions.
- Develop troubleshooting playbooks and author internal/external help articles documenting platform features and debugging workflows for team and client use.

### Account Researcher | Feathr | Jun – Aug 2018

- Conducted account research to support sales and onboarding, gaining early exposure to the Feathr platform and nonprofit client ecosystem.

### Training Supervisor | GatorTec | Aug 2015 – Apr 2016

- Promoted within months in an Apple retail environment; oversaw onboarding and technical training for new team members.

### Web Administrator | djrobzilla.net | 2010 – Present

- Built and maintain a WordPress site with custom HTML/CSS, managing hosting and domain configuration.

## TECHNICAL SKILLS

### Development

Python, JavaScript, Git, MongoDB, HTML, CSS

### Tooling

Zendesk, TTD, AI/LLM Automation, vim, tmux, pip

### Infrastructure

Docker, Linux/Bash, VMware, Cloudflare

### Networking

DNS, TCP/IP, SSH

## CERTIFICATIONS

### CompTIA A+

Hardware & software troubleshooting

### CompTIA Network+

Networking & security fundamentals

### AI Fluency Framework

Applied AI/LLM concepts

### Claude Code in Action

Agentic coding workflows

## AWARDS

### Feathr PACTS Leader

Practicality, Ambition, Candor, Trust, and Service

## EDUCATION

### AA — Music & Information Technology

Santa Fe College  
2007 – 2010 | 3.4 GPA

## REFERENCE

### Jason Smith

Software Engineer  
Pinnacle Ozone Solutions  
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