

# Ben Tal Mizrahi

## Senior Technical Support Engineer

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### ABOUT ME

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Senior Support Engineer and AI automation builder at Fireblocks, with 4+ years across blockchain infrastructure support, customer integrations, production troubleshooting, data analysis, and cross-functional work with Product, R&D, DevOps, and business stakeholders.

In the last year, I have focused on building internal AI and automation systems that turn operational pain into repeatable workflows. I built TRBT, a multi-agent AI investigation system for technical support triage, and automated support analytics and reporting pipelines using n8n, Snowflake, MySQL, JavaScript, and APIs.

Strong fit for Applied AI roles that require more than writing code: discovering business problems, translating ambiguous workflows into concrete technical plans, building practical LLM-powered systems, integrating with enterprise data/tools, and iterating based on real operational impact.

Hands-on with AI agents, LLM workflow design, prompt engineering, automation platforms, APIs, SQL, logs, Coralogix, data pipelines, technical documentation, and stakeholder-facing solution ownership.

### EDUCATION

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#### 2024 — The Technion University | Product Management Course

Market analysis, product research, MVP approach, data-driven product management.

#### 2021–2022 — See-Security: Cyber & Information Security | CSPP

Microsoft MCSA, Cisco CCNA, Linux Essentials, CCSA, Python.

#### 2016–2018 — "Kzine Yam" Akko | Practical Engineer – Electrical, Electronics and Communications Engineering

GPA of 85.45.

### WORK EXPERIENCE

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#### Fireblocks | Senior Support Engineer — 2024 – Present

- Work directly with customer technical teams and internal stakeholders on complex blockchain, wallet, API, transaction, policy, and integration issues, moving from unclear problem statements to validated technical resolution.
- Act as a bridge between Support, Product, R&D, DevOps, and customer-facing teams, translating production issues and business needs into clear technical context, evidence, escalation paths, and improvement opportunities.
- Lead deep technical investigations across blockchain transaction lifecycle, deposits, policy blocks, APIs, financial integrations, and decentralized application behavior.
- Use Coralogix, Kibana, Grafana, Datadog, SQL, JSON, internal tooling, and blockchain explorers to validate root cause and communicate practical next steps.
- Build internal documentation, investigation workflows, tutorials, and support playbooks that improve repeatability, reduce rework, and help teams operate with more confidence.
- Built TRBT, a multi-agent AI support investigation platform with around 20 specialized agents, structured playbooks, query libraries, evidence-backed outputs, and a continuous learning loop.
- Designed AI investigation workflows that route issues across product domains, cross-check internal data, logs, blockchain explorers, and a data warehouse, and produce structured outputs including findings, root cause, evidence, and next actions.
- Built support analytics and reporting automations using n8n, Snowflake, MySQL, JavaScript, QuickChart.io, and Google Drive API to turn raw operational data into stakeholder-ready reports.
- Optimized reporting automation by consolidating 42 sequential SQL queries into 2 bulk operations, reducing runtime from 10-15 minutes to 2-3 minutes.

- Help business and technical stakeholders identify where automation or AI can reduce manual effort, improve visibility, and create more reliable processes.

### **Fireblocks | Technical Support Engineer — 2022 – 2024**

- Resolved complex customer issues involving blockchain transactions, APIs, wallet operations, policy behavior, and technical integrations in a high-availability fintech environment.
- Collaborated with Product and Engineering on recurring customer pain points, bug investigations, feature feedback, and documentation improvements.
- Designed and implemented onboarding and knowledge-sharing processes that improved team ramp-up and operational consistency.
- Delivered technical presentations and training sessions for internal teams, combining customer context, technical accuracy, and practical troubleshooting guidance.
- Contributed to Help Center improvements and process optimization initiatives that reduced support friction and improved customer self-service.

## **SELECTED PROJECTS & IMPACT**

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### **TRBT – Technical Root-Cause Bot for Triage | AI Support Investigation System — 2025 – 2026**

- Architected a multi-agent AI system for support investigations across 9 product domains, routing issues to specialist agents for logs, APIs, blockchain explorer checks, integrations, security, and transaction analysis. In daily use by a 7-person support team on live customer tickets.
- Built continuous-learning workflows where investigation logs are analyzed to identify recurring patterns and update playbooks, creating a repeatable knowledge-management loop.
- Created a production query library with tenant scoping, join patterns, timestamp handling, and known error corrections to reduce SQL mistakes during technical investigations.
- Implemented quality gates for financial issues, including on-chain verification and false-negative checks to avoid incorrect customer guidance in sensitive transaction scenarios.

### **Support Analytics & Reporting Automation | n8n / Snowflake / MySQL / JavaScript — 2026**

- Built automated support analytics pipelines using n8n, Snowflake, MySQL, JavaScript, QuickChart.io, and Google Drive API for customer and agent performance reporting.
- Optimized report generation by consolidating 42 sequential queries into 2 bulk SQL operations, reducing runtime from 10-15 minutes to 2-3 minutes.
- Designed KPI reporting around MTTR, SLA compliance, CSAT, first response time, reopen rate, ticket volume, and regional benchmarking.

## **CORE FIT**

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- **Business-embedded builder:** experienced in working directly with stakeholders, understanding operational pain, and turning unclear workflows into practical tools.
- **AI automation ownership:** built multi-agent investigation systems and workflow automations from problem discovery through implementation, documentation, and iteration.
- **Tool-integrated systems:** hands-on with SQL, logs, APIs, automation tools, and structured outputs across real production support workflows.
- **Outcome-oriented mindset:** focused on reducing manual work, improving repeatability, increasing visibility, and helping teams move faster.
- **Cross-functional communication:** comfortable bridging technical and non-technical teams, including Support, Product, R&D, DevOps, and customer-facing stakeholders.
- **Growth area:** currently deepening hands-on Applied AI engineering stack with Python-based LLM apps, LangGraph/LangChain patterns, RAG pipelines, and vector search with pgvector.

## SKILLS

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- **Applied AI / LLM Systems:** AI agents, multi-agent workflows, LLM workflow design, prompt engineering, tool-integrated workflows, structured outputs, investigation automation, AI-assisted knowledge management, RAG concepts, evaluation mindset.
- **Automation / Workflow Engineering:** n8n, workflow orchestration, JavaScript/Node.js, Python basics, API integrations, Google Drive API, QuickChart.io, batch processing, process automation, operational tooling.
- **Data / Analytics:** SQL, MySQL, Snowflake, data analysis, KPI design, query optimization, CTEs, joins, conditional aggregation, reporting automation, dashboard logic.
- **Monitoring / Observability:** Coralogix, Kibana, Grafana, Datadog, DataPrime, log analysis, root-cause analysis, production troubleshooting, incident investigation.
- **APIs / Systems:** REST APIs, JSON, webhooks, technical integrations, Docker basics, Kubernetes basics, Git, Linux, Windows Server, networking fundamentals.
- **Crypto / Fintech Infrastructure:** Blockchain transactions, wallet/custody workflows, deposits, policy blocks, transaction lifecycle, DApps, multi-chain support, secure operational workflows.
- **Business & Stakeholder Work:** Business process discovery, technical scoping, stakeholder interviews, translating ambiguous needs into technical plans, cross-functional communication, documentation, enablement.