



Ben Tal Mizrahi

Senior Technical Support Engineer

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ABOUT ME

Senior Technical Support Engineer at Fireblocks with 4+ years of customer-facing technical experience across crypto infrastructure, fintech operations, APIs, wallets, blockchain transactions, policy flows, integrations, and production troubleshooting.

I work directly with customer technical teams and internal Product, R&D, DevOps, Support, and customer-facing stakeholders to investigate complex issues, translate technical requirements into clear solutions, and drive issues from unclear problem statements to validated resolution.

Strong fit for Sales Engineering roles that require technical discovery, integration scoping, tailored demos, security/compliance conversations, and the ability to communicate complex crypto infrastructure concepts clearly to both business and technical stakeholders.

Hands-on with institutional digital asset operations, blockchain fundamentals, wallet infrastructure, APIs, SQL, logs, technical documentation, customer enablement, AI-assisted research, and workflow automation.

EDUCATION

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

2024 - Present **FIREBLOCKS | SENIOR SUPPORT ENGINEER**

- Partner directly with customer technical teams on complex blockchain, wallet, API, transaction, policy, and integration issues, moving from unclear business or technical requirements to validated technical resolution.
- Act as a technical bridge between customers, Support, Product, R&D, DevOps, and customer-facing teams, translating customer needs, product behavior, and production issues into clear technical context and next steps.
- Lead deep technical investigations across digital asset operations, including transaction lifecycle, wallet behavior, API flows, blockchain confirmations, policy behavior, and integration patterns.
- Scope customer issues and integration-related gaps by analyzing logs, SQL data, internal tools, dashboards, documentation, and blockchain explorers.
- Create internal documentation, investigation workflows, tutorials, and playbooks that improve team enablement, reduce rework, and make expert knowledge reusable across customer-facing teams.
- Deliver technical presentations and internal training sessions, combining customer context, technical accuracy, and practical troubleshooting guidance.
- Collaborate with Product and Engineering on recurring customer pain points, bug investigations, roadmap feedback, documentation gaps, and product improvement opportunities.
- 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-assisted workflows that turn messy support context into structured outputs: findings, root cause, evidence, next actions, and escalation recommendations.
- 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.

- Resolved complex customer issues involving blockchain transactions, APIs, wallet operations, policy behavior, and technical integrations in a high-availability fintech environment.
- Supported institutional customers through technical troubleshooting, issue reproduction, root-cause analysis, escalation management, and clear written communication.
- Collaborated with Product and Engineering on recurring customer pain points, bug investigations, feature feedback, and documentation improvements.
- Contributed to Help Center improvements and process optimization initiatives that reduced support friction and improved customer self-service.
- Created onboarding and knowledge-sharing processes that improved team ramp-up, operational consistency, and technical enablement.

SELECTED PROJECTS & IMPACT

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 investigation workflows that transform unstructured customer issue context into structured technical briefs with evidence, root cause, next steps, and escalation guidance.
- Created a continuous-learning loop where investigation outputs are analyzed to identify recurring patterns and update playbooks, improving technical knowledge reuse over time.
- Developed prompt patterns, agent instructions, query libraries, and structured outputs that make complex technical investigations more repeatable and easier for teammates to use.
- Relevant to Sales Engineering: mirrors the pre-sales motion of technical discovery, requirement mapping, solution design, product explanation, and translating complex infrastructure into clear customer-facing outputs.

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.
- Turned raw operational data into stakeholder-ready reports covering MTTR, SLA compliance, CSAT, first response time, reopen rate, ticket volume, and regional benchmarking.
- Optimized report generation by replacing 42 sequential queries with 2 bulk SQL operations, reducing runtime from 10–15 minutes to 2–3 minutes.
- Created branded HTML reports and visualizations that helped teams understand performance trends without manual analysis.
- Relevant to Sales Engineering: demonstrates the ability to connect systems, analyze technical and business data, build stakeholder-ready materials, and communicate value clearly.

CORE FIT

- Crypto infrastructure experience: Hands-on experience supporting institutional digital asset operations, wallet infrastructure, transaction flows, APIs, policies, and blockchain-related customer issues.
- Technical discovery mindset: Strong at asking the right questions, identifying missing context, mapping requirements, and turning ambiguity into a clear technical path forward.
- Customer-facing technical communication: Comfortable working with technical stakeholders, business stakeholders, and internal Product/R&D teams while keeping communication clear, practical, and accurate.
- Product + engineering bridge: Experienced in translating customer issues and recurring pain points into product feedback, bug context, documentation improvements, and roadmap-relevant insights.
- Sales Engineering potential: Already doing many pre-sales-adjacent motions: technical deep-dives, solution explanation, integration scoping, stakeholder enablement, and translating complex systems into business value.

SKILLS

- Sales Engineering / Solutions Engineering
 - Technical discovery, integration scoping, customer technical deep-dives, solution design, technical presentations, stakeholder communication, customer enablement, technical documentation, product feedback, cross-functional collaboration
- Crypto / Fintech Infrastructure
 - Institutional crypto infrastructure, wallets, custody workflows, blockchain transactions, digital asset operations, APIs, policy flows, payments-adjacent workflows, transaction lifecycle, blockchain explorers, operational risk, customer integrations
- Technical Tools
 - SQL, MySQL, Snowflake, APIs, JSON, JavaScript / Node.js, Python basics, logs, dashboards, Google Drive API, QuickChart.io, Git, Docker basics
- AI & Automation
 - ChatGPT, Claude, AI agents, prompt engineering, multi-step workflows, structured outputs, AI-assisted research, workflow automation, n8n, knowledge management
- Communication & Enablement
 - Technical storytelling, executive-friendly summaries, internal training, documentation, troubleshooting guides, customer-facing written communication, cross-functional alignment