Nicholas Wade

SUPPORT ENGINEERING · ESCALATION · OPS · AI

PORTLAND, OR — REMOTE OR ON-SITE

*Thirteen years in support engineering and ops — escalation ownership, deadline-critical SaaS, and the tooling to keep it moving. I build tools for problems I actually have, and get customers out of hard situations — **including AI skillsets in daily production use.***

01 · EXPERIENCE

Technical Support Engineer 4 — Adobe

2025 — NOW

- Support the **biggest & most demanding customers** — complex, deadline-critical Marketo Engage campaigns
- Design & production of **AI skillsets powering internal Marketo Ultimate Support** — prompt engineering, tool integration, evals — in daily use
- AI-assisted support workflows — triage & diagnostics automation, plus team tooling: scripts & automation around support workflows
- Cross-organization collaboration, from direct engineering to customer account teams

Elite Technical Lead — Adobe

2019 — 2025

- **Technical lead for escalation ownership** across the team
- Product depth on the Marketo Engage stack; mentored & enabled support engineers through releases

SysOps Engineer — WEX

2018 — 2019

- Windows & Linux server estates — monitoring, patching, incident response; **on-call** for production infrastructure at a financial services firm
- Automated recurring ops tasks to cut time to resolution

Support Engineer II — Micro Focus

2014 — 2018

- **24/7 on-call** for the PVCS VM & Dimensions CM ALM suite — Sev-1 production-down recovery
- PostgreSQL & MSSQL tuning; Jenkins · Puppet CI/CD pipelines

Deskside Support — Daimler Trucks NA

2013 — 2014

- **2,000+ users** · 20,000-seat Active Directory domain · Lotus Notes 7.0 → 8.5 migration
- VIP desk support for Daimler AG executives

02 · PROJECTS

RESTEasy — Marketo

github.com/DerKysersoze/RESTEasy-Marketo

Local, non-technical client for the **Marketo Engage REST API** — browse a catalog of calls, fill in a friendly form, get clean JSON or CSV. Secrets in the OS credential manager, auto token refresh, 48 translated error codes. FastAPI · vanilla JS · SQLite · Windows + macOS builds.

CS2 Demo Viewer

github.com/DerKysersoze/cs2demoviewer_noface

Local web app for parsing CS2 **.dem** files — tick-by-tick 2D replay on multi-floor maps, aim analytics, both-sides loadouts, built-in SQL admin. Flask · React 19 · 50-test suite. Built after hours, shipped on GitHub.

03 · SKILLS

AI & LLM

LLM prompt engineering & optimization · AI skillset / agent design — tool calling, function calling · AI evals & prompt regression testing · LLM API integration — OpenAI · Anthropic · Qwen · Deepseek

SUPPORT & ESCALATION

Sev-1 recovery · 24/7 on-call · cross-org escalation · deadline-critical customer comms

MARKETO ENGAGE

Expert-certified · campaign & automation troubleshooting · SaaS support leadership

SYSTEMS & TOOLING

Windows · Linux · PowerShell · Active Directory · Jenkins · Puppet · CI/CD

DATA & BUILD

PostgreSQL · MSSQL · Python · React 19

04 · CERTIFICATIONS

Marketo Engage Expert — SINCE 2021
Adobe · verified

Marketo Engage Professional — SINCE 2019
Adobe · verified

Marketo Engage Architect — SINCE 2026
Adobe · verified

05 · LINKS

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