

Sam Bova

San Francisco, CA

WORK EXPERIENCE

Technical support expert with experience across customer, product and infrastructure support. Continuous learner applying philosophy background to adapt to new technologies and concepts. Technical generalist with understanding of software development principles and lifecycle. Experienced with fundamentals and troubleshooting of Javascript, C#, SQL, and API's. AI enthusiast with experience integrating automated workflows into legacy systems and processes.

OnShift, Inc.

Support Engineer

2024 - Current

- Founding member of the Support Engineering team reporting to the Director of Architecture and Infrastructure - act as a bridge between service and engineering teams.
- Built the first internal helpbot using MCP's to bring together an agent anchored by Claude Code that can answer complex customer issues by querying our database, grafana logs, and codebase/knowledgebases.
- Act as an AI ambassador to the services team to automate daily tasks like generating reports.
- Support and develop custom C# scripts for customers and provide initial troubleshooting for application developed in Javascript and C#.
- Experienced in querying databases using SQL for troubleshooting.
- Core member of the incident response team and responsible for providing status update communication to the entire organization including the executive team.

Product Specialist

2022 - 2024

- Product subject matter expert for OnShift Time, a new product for worker Time and Attendance tracking.
- Collaborated in a small group consisting of sales, implementation services, product, and engineering that was focused on implementing, developing and delivering OnShift Time from 0-1.
- Owned technical support for OnShift Time and worked closely with implementation and product to meet customer needs and develop the offering based on feedback.

Technical Support Analyst

2020 - 2022

- Provided direct support to OnShift customers through email and phone, resolving an average of 25 cases per day.
- Supported the full suite of products, focused mainly on day to day questions and troubleshooting in the platform.
- Monitored the internal platform that supports data integration from third party customer vendors to OnShift.
- Guided junior members and provided technical support for the full suite of OnShift Products.
- Assisted content team in making internal and external product training materials.

EDUCATION

St. Edward's University

Bachelor of Arts, Philosophy

Austin, TX