

MICHAEL ZIOLKOWSKI

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Technical Support Engineer | Production Systems | Incident Response | Support Automation

SUMMARY

Technical Support Engineer with 5+ years supporting mission-critical production systems across transportation, dispatching, commercial display and enterprise support environments. Experienced in Level 1 and Level 2 support, live incident triage, customer bridge communication, log and trace review, SQL/database checks, Salesforce case ownership, release/change validation, documentation and engineering handoffs. Built practical support automation, reporting workflows and internal tools that improved escalation visibility, evidence collection and cross-team handoffs.

TECHNICAL SKILLS

Production Support: Level 2 support, incident triage, on-call response, escalation management, customer bridges, case ownership, change validation, production monitoring, engineering handoffs

Systems & Databases: Red Hat Linux, Linux-based application environments, Windows client applications, Oracle databases, SQL Developer, SQL queries, Java-based user interfaces, XML/message review

Monitoring & Case Tools: Salesforce, OpsGenie, DataDog, Zabbix, CheckMK, internal monitoring tools, Microsoft Teams, SharePoint, Microsoft 365, ALM, Rally

Automation & Reporting: Microsoft Copilot Studio, Microsoft 365 Copilot, Power BI, Salesforce reporting, SOQL-style case queries, Teams workflow automation, Python, Bash, log parsing

PROFESSIONAL EXPERIENCE

WABTEC CORPORATION | Support Engineer

West Melbourne, FL | Hybrid / Remote | Jan 2023 - Jun 2026

Supported mission-critical real-time dispatch and movement-planning platforms used in freight rail operations, providing Level 2 production support for customer-impacting incidents, dispatcher application issues, routing behavior, signaling-related workflows, system performance and operational availability.

- Served as a Level 2 escalation point for 24/7 production systems supporting real-time dispatching and movement-planning operations across enterprise customer environments.
- Participated in a rotating 7-day on-call schedule, typically every 4 weeks, acting as the primary after-hours responder for customer-reported production incidents and urgent service requests.
- Joined customer bridges during live incidents, gathered technical details, reviewed available evidence, communicated status updates and coordinated next steps with customer teams, internal teams and engineering.
- Investigated production issues using log review, SQL/database checks, dispatcher application behavior, system alerts, screenshots, case history, timelines and supporting artifacts.
- Prepared structured engineering handoffs for production defects by correlating customer reports, logs, database records, timestamps, screenshots, application behavior and reproduction notes.
- Managed Salesforce case workflows by triaging incoming issues, documenting findings, maintaining case hygiene, tracking blockers, following up with customers and preparing engineering-ready handoffs.
- Reviewed production data and technical artifacts using Oracle SQL Developer, internal monitoring tools, Linux-based backend environments and proprietary support utilities.
- Supported production recovery and validation activities including process recycles, service checks, failover/change support, release validation and post-change monitoring.
- Built and tested a Microsoft Copilot Studio support agent for Level 2 operations, connecting AI-assisted workflows to Salesforce case lookup, SOQL-style queries, internal process retrieval, queue reporting and operational summaries.
- Created Teams-based escalation automation that surfaced urgent production issue posts and generated high-priority notifications with message context, sender details, required action and direct Teams references.
- Designed adaptive Salesforce case reporting workflows for queue reviews, account reviews, engineering handoffs, closure-quality checks, trend analysis and operational follow-up.
- Standardized defect evidence collection workflows, reducing selected investigation preparation time by more than 50% while improving consistency of engineering handoffs.
- Built Python and script-based tools for log parsing, XML/message extraction, event correlation, latency review, anomaly detection and cross-shift investigation continuity.

TATA CONSULTANCY SERVICES | Senior Process Analyst, GE Transportation / Wabtec Contract

West Melbourne, FL | Apr 2021 - Jan 2023

Supported the GE Transportation / Wabtec transportation contract as part of the Tier 1 production support team that monitored and escalated issues for dispatching and movement-planning environments later supported directly at Wabtec.

- Monitored 24/7 transportation production systems and responded to alerts, customer issues and operational events across major railroad customer environments.
- Performed initial troubleshooting for dispatching and control-system issues, including alert review, log capture, customer-impact assessment and escalation to Level 2 support teams.
- Maintained shift notes, escalation summaries and issue documentation to support continuity across shifts and improve handoffs between Tier 1 and Tier 2 teams.
- Developed working knowledge of Wabtec transportation support processes, customer environments and internal escalation paths, leading to direct hire into the Level 2 Support Engineer role.

USSI GLOBAL | Business Support Specialist

Greater Orlando, FL | Oct 2019 - Apr 2021

Provided technical support for Samsung commercial display systems used in restaurants, stadiums, retail and other commercial environments, including digital menu boards, outdoor displays, LED walls and signage applications.

- Supported customer and field-team issues ranging from basic hardware troubleshooting to commercial display configuration, calibration and application setup.
- Assisted with Samsung digital signage environments, including display setup, software configuration, LED panel matrix setup and issue diagnosis.
- Coordinated with field technicians, customers and internal teams to troubleshoot installation issues, service requests and display performance problems.
- Documented recurring issues, troubleshooting steps and support outcomes to improve consistency across commercial display support workflows.

BDS CONNECTED SOLUTIONS | Field Operations Specialist & Special Projects Coordinator

Northeast / Mid-Atlantic U.S. | 100% Travel | Oct 2017 - Oct 2018

Held field operations and special project coordination roles supporting multi-site technical projects across the Northeast, Mid-Atlantic and adjacent markets while traveling full-time to customer and project locations.

- Traveled weekly to customer and project sites across multiple states, supporting field operations, technical installations, service execution and project coordination.
- Coordinated field activity, project timelines, technician coverage and customer-site requirements across assigned regional projects.
- Supported technician training, troubleshooting standards and customer communication for technical installation and service work.

CDW | Account Management & Sales Support Roles

Eatontown, NJ / Greater Chicago Area | Sep 2013 - Sep 2017

Held progressive account management and sales support roles in a corporate technology environment, supporting customer accounts, internal teams, product discussions and business development activity.

- Supported corporate technology accounts by identifying customer needs, coordinating follow-up, maintaining account records and helping match customers with relevant products and services.
- Prepared sales presentations, product materials and internal/external training support for customer-facing technology discussions.
- Worked with account teams to support pipeline development, customer retention, competitive research and revenue opportunities.

SELECTED TECHNICAL INITIATIVES

Adaptive Salesforce Case Reporting: Designed reusable Salesforce case reporting workflows that turned case data into structured outputs for queue reviews, account reviews, engineering handoffs, closure-quality checks, trend analysis and leadership-ready follow-up.

Copilot Studio Support Agent: Built and tested a Microsoft Copilot Studio support agent for Level 2 operations, connecting natural-language support workflows to Salesforce case lookup, SOQL-style queries, internal process references, queue reporting and operational summaries.

Defect Evidence Collection Workflow: Developed a standardized evidence collection workflow for production defect investigations, helping package logs and required artifacts more consistently while reducing selected investigation preparation time by more than 50%.

Production Defect Investigation & Engineering Handoffs: Prepared structured investigation packages by correlating customer reports, logs, database records, timestamps, screenshots, application behavior, expected/actual results, reproduction notes and recommended validation paths.

Teams Escalation Notification Workflow: Built automation for a Microsoft Teams-based production escalation workflow that generated high-priority notifications when new issue posts required Level 2 review, response or Salesforce follow-up.

Log Parsing & Investigation Tooling: Developed Python and script-based internal tools for log parsing, XML/message extraction, event correlation, latency review, anomaly detection and cross-shift investigation continuity.

EDUCATION

Eastern Florida State College - College coursework

Ocean County College - College coursework