

# Eduard Johannes Claproth II

## Senior Support Engineer

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### Profile

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Senior Support Engineer with 10+ years of experience across enterprise technical support, Linux system administration, and infrastructure operations. At Atlassian, served as Jira Data Center SME for clients including NASA, the FBI, Nvidia, Tesla, and SpaceX, maintaining 100% CSAT across multiple consecutive quarters and growing into an AI Champion role. At DreamHost, progressed from live chat specialist to system administrator managing 20,000+ servers. Known for deep technical ownership, calm under pressure, and raising the people around them.

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### Technical Skills

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**Jira Data Center:** Installation/upgrades, JVM/heap & thread dump analysis, SAML/SSO (Okta/Azure AD/Google), LDAP/AD, Jira automations, SQL data fixes, Tomcat, reverse proxy (Apache/Nginx), NFS, log analysis (catalina.out, atlassian-jira.log)

**Mail & Auth:** SMTP/IMAP/POP, OAuth2 & Microsoft Graph API in Jira, raw mail header analysis – validated Mail SME

**Linux & Infra:** Process monitoring (top, strace, free -m), networking (ip config, ip route, telnet), SSH/SFTP, iptables, SSL/TLS, DNS, Ansible, Chef, Nagios, Grafana, DataDog, Bash, Perl – validated Linux SME

**Databases:** MS SQL Server, MySQL, PostgreSQL, Oracle – querying, updates, rollbacks, schema fixes, CSV bulk import/export

**Support & Ops:** Enterprise escalation handling, queue management, incident/outage response, KCS knowledge base authoring, UAT testing

**AI & Tooling:** AI Agent Assist (pilot tester & AMER Champion), GPT-based workflows, Zendesk, Confluence, in-house CRM/billing

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### Experience

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#### Senior Support Engineer I, Atlassian

*San Francisco, CA (Remote) | July 2022 – March 2026*

Jira Data Center SME on the Select/Priority enterprise team. Provided support to clients including NASA, FBI, DHS, Nvidia, Tesla, SpaceX, EA, and Gearbox across complex custom infrastructure stacks.

#### Customer Impact & Technical Depth

- Maintained 100% CSAT across multiple consecutive quarters (team avg 96.9%); handled 29% more assigned tickets than team average in FY24 H2 and resolved 166 tickets in FY25 H2 vs. team avg of 145.
- Validated Mail SME: diagnosed SMTP/IMAP/POP issues, OAuth2 and Graph API auth failures, and raw mail header anomalies across enterprise environments.
- Specialized in JVM/heap analysis (S8) – thread dump triage for performance issues, heap dump analysis for OOM. Achieved 11 of 12 segment specializations.
- Resolved deep Jira DC issues: SAML/SSO, LDAP/AD, reverse proxy, NFS, Tomcat, and SQL-level fixes across PostgreSQL, MySQL, MSSQL, and Oracle backends.

#### AI Champion & Org Impact

- Selected as AI Agent Assist pilot tester – feedback directly contributed to company-wide rollout across all internal support teams.
- Served as AMER AI Champion: reached out to 8+ low-adopting engineers and drove measurable improvement in regional AI engagement metrics.
- Led first ACE with US Bank through a high-stakes cloud-to-DC migration; selected as Server End of Support Champion for global Jira Server EOL transition.

#### Mentorship & Enablement

- Mentored new hires through onboarding, queue ramp-up, and SOP walkthroughs – focused on building diagnostic reasoning, not just answering questions. Led West Coast Critical Pod coverage, APAC QM handoffs, and contributed to ShipIt hackathon and One Click UAT.

## **System Administrator II → Junior Sysadmin, DreamHost**

*Brea, CA (Remote) | October 2018 - July 2022*

Progressed from Junior to SysAdmin II over 4 years, overseeing reliability for 20,000+ servers across shared, VPS, and dedicated hosting infrastructure.

- Monitored server fleet via Nagios/Grafana; managed config and deployments using Ansible and Chef across thousands of servers simultaneously.
- Administered MySQL databases including schema fixes and rollbacks; handled DNS, SSL/TLS, iptables, SSH/SFTP, and WordPress/PHP hosting at scale.
- Automated operational tasks with Bash and Perl; identified and shut down abusive IP traffic and spam campaigns affecting tens of thousands of customers.

## **Technical Support Specialist II, DreamHost**

*Brea, CA | May 2014 - September 2018*

Senior IC and people manager across a 50+ engineer org covering live chat and ticket queues.

- Managed 6-7 direct reports; coordinated queue routing and outage response for 50+ engineers. Averaged 70-75 live chats per 10-hour shift against a quota of 60.
- Resolved DNS, SSL/TLS, MySQL, WordPress/PHP, and email issues for thousands of customers monthly using Zendesk and in-house CRM/billing tools.

## **Tech Agent, Onshore Tech & Customer Services**

*On-site | February 2013 - April 2014*

- Provided remote technical support via desktop tools – malware removal, PC diagnostics, and system optimization for end users.
- Recognized by direct manager as one of the best hires – consistent, reliable, and first to volunteer for difficult cases.

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## **Education**

Communications in Media Studies – Azusa Pacific University (2010-2011)

Associate of Arts, Transfer Courses – Citrus College (2006-2009)

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*References available upon request*