

Nicholas Allen

Product Support / SaaS Support Specialist

Sarasota, FL (Open to Hybrid & Remote)

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Role Overview

I support a Linux-based POS and payments platform (Cake by Mad Mobile) in a live production SaaS environment. My primary responsibility is translating real-world, customer-reported symptoms into clearly documented, reproducible cases that downstream teams can act on efficiently.

My work centers on validating expected versus actual behavior, gathering evidence, documenting timelines and impact, and maintaining clear handoffs to Engineering and Payments teams, while keeping merchants informed throughout investigation and resolution.

Product Support Skills (Support Context)

- Issue replication and problem definition
 - Production SaaS environment support (Tier-1)
 - Linux-based systems (support context)
 - Command-line validation during troubleshooting (basic checks)
 - Salesforce case documentation and taxonomy
 - Evidence gathering (logs, screenshots, timelines)
 - Escalation to Engineering and Payments teams
 - Pattern recognition across historical cases
 - Customer-facing communication during investigation
 - Documentation consistency and standardization
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Professional Experience

L1 Technical Support Specialist

Mad Mobile — Cake POS & Payments Platform

Jan 2025 – Present

- Investigate and document SaaS product issues reported by customers via phone, chat, and email.
- Translate merchant-reported symptoms into clearly defined problem statements with reproducible steps and expected vs. actual behavior.
- Perform validation using command-line checks, configuration review, and historical case comparison within a Tier-1 support scope.
- Produce Salesforce cases with complete reproduction details, timelines, severity, and business impact.

- Escalate issues to Engineering and Payments teams with clean, actionable documentation designed to reduce back-and-forth and rework.
- Maintain customer communication throughout investigation, escalation, and resolution.
- Contribute to improving overall documentation quality across support cases.

Achievement:

Employee of the Month (Mad Props Winner) — November 2025

Associate Technical Support Specialist

Mad Mobile

Jan 2025 – Sep 2025

- Provided frontline support and initial investigation for POS and payments issues in a live production environment.
 - Performed structured intake, basic troubleshooting, and documentation to support escalation.
 - Developed core skills in case hygiene, triage discipline, and identifying escalation thresholds.
 - Promoted to L1 based on performance, consistency, and reliability.
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Information Technology Solutions Specialist

Cook Technology Corp.

May 2024 – Sep 2024

- Diagnosed network and device issues in live commercial and restaurant environments.
 - Verified system behavior before fixes and validated resolution after changes.
 - Supported connectivity, failover devices, and endpoint visibility checks.
 - Documented findings to support follow-up and handoffs.
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Relevant Projects (Self-Directed Learning & Applied Use)

Salesforce Support Notes Automation — Self-Taught

- Independently learned basic usage of Power Automate and Copilot Studio through experimentation and documentation.
 - Built workflows to convert raw call transcripts into structured, reproducible Salesforce cases.
 - Standardized summaries, timelines, categorization, and resolution notes.
 - Focused on improving documentation consistency and reducing manual wrap-up effort.
 - This was a personal productivity and workflow improvement project, not formal Salesforce development.
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Custom GPT Support Tools — Self-Taught

- Self-taught the configuration of custom GPTs through hands-on experimentation.

- Built GPT-based assistants to standardize troubleshooting summaries and customer communication.
 - Focused on task-oriented output reliability, formatting, and clarity — not AI theory or model development.
 - Used to support documentation quality and communication speed in a Tier-1 support context.
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Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA IT Fundamentals+