

Dylan Ishihara

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Application Support Manager · Technical Support Engineering · Full Stack Development

SUMMARY

Technical support leader with a full-stack engineering foundation and deep hands-on experience supporting complex B2B SaaS platforms. Currently lead application support for a digital banking / account-opening platform, owning escalations, SLA frameworks, and a distributed support team through a post-acquisition transition. Fluent across APIs, SQL, and modern web stacks, with a track record of building internal tooling — including a custom Zendesk MCP server and Claude-driven investigation automation integrating BigQuery and Datadog — to cut investigation time and clear support backlogs. Equally comfortable owning a named enterprise account's hardest technical problems and shipping the scripts that make the whole team faster.

CORE SKILLS

Support & Operations: Escalation management · SLA design & reporting · Incident response · Runbooks & documentation · Team coaching & mentorship · Cross-functional coordination (Engineering, Product, CS)

Technical: SQL · TypeScript / JavaScript · Python · REST APIs · Bash / CLI · React & React Native · Node.js / Express · PostgreSQL / MySQL / MongoDB · Git

Platforms & Tooling: Zendesk · Jira · Datadog · BigQuery · Slack · Notion · MCP server development · LLM / prompt engineering · AI workflow automation

Domains: Enterprise SaaS support · Digital banking / fintech · Authentication & integrations · Customer-facing technical troubleshooting

EXPERIENCE

Alkami Technology (MANTL division) — Remote Application Support Manager

Nov 2024 – Present

Feb 2026 – Present

Lead application support operations for MANTL's account-opening platform; promoted to manager after roughly nine months as the team's de facto lead and senior IC.

- Lead a 5-person distributed support team covering ~200 client financial institutions, while personally closing ~180 tickets/month against ~200 net-new weekly inbound to the team.
- Reduced average time-to-resolution and median first-response time by over 80% across the support queue — with urgent tickets improving most — through a support-documentation overhaul, an escalation/on-call rotation, meeting reductions, and AI investigation tooling.
- Cleared ~50% of a ~1,200-ticket investigation backlog and have held it flat despite sustained inbound volume and an unplanned mid-effort team departure.
- Drove an internal AI-tooling initiative: built a custom **Zendesk MCP server** (none existed natively) and a multi-source investigation pipeline that correlates evidence across **Zendesk, Jira, Slack, Notion, BigQuery, and the codebase**, with **Datadog** integration — since adopted across the Support, Implementation, Data, and Product Engineering teams.
- Designed a human-in-the-loop audit protocol so every reviewed correction feeds back into the tooling to close coverage gaps, sustaining diagnosis quality while freeing capacity for managerial work.
- Serve as primary escalation point through significant post-acquisition organizational change; built the team's onboarding curriculum, SLA frameworks, and escalation policies, reducing escalations and improving incident coverage.

Technical Support Specialist

Nov 2024 – Feb 2026

- Founding member of MANTL's dedicated Support Engineering team, providing post-implementation technical support to customer financial institutions.
- Resolved complex production issues spanning SQL investigation, API behavior, integrations, and platform configuration.

StarRez, Inc. — Remote

May 2023 – Nov 2024

Technical Support Specialist

Oct 2024 – Nov 2024

Technical Support Representative

May 2023 – Oct 2024

- Owned client-institution tickets across the StarRez product suite — SQL queries, report creation, automations, third-party interfaces, web portals, process graphs, dynamic widgets, and portal rules.
- Maintained a **100% client satisfaction rating** across phone, web chat, and email support.
- Selected as an **AI Product Council member**, contributing to early evaluation of AI capabilities for the product.
- Authored and improved customer-facing documentation; documented and escalated user-reported issues with diagnostics.

Self-Employed — San Francisco Bay Area

Aug 2017 – May 2023

Full Stack Developer

- Built and delivered full-stack web applications for clients using JavaScript, React / React Native, Node.js / Express, and Python.
- Implemented OAuth and SSO authentication flows across web apps, chatbots, and third-party integrations — working knowledge of token exchange, certificate handling, and auth troubleshooting from logs and signals.
- Worked across the stack: RESTful API design, PostgreSQL / MySQL / MongoDB, Firebase, and front-end development with React, HTML/CSS, and Bootstrap.

SELECTED PROJECTS

Claude-Powered Support Investigation Pipeline — Designed a multi-agent automation system (specialized skills, subagents, and ~24 Python utilities) that ingests and correlates evidence across Zendesk, Jira, Slack, Notion, BigQuery, and the codebase to triage and diagnose support tickets, with PII redaction and structured output contracts. Built to clear a large support backlog faster than manual investigation.

Zendesk MCP Server — Authored a Model Context Protocol server exposing Zendesk ticket data to Claude, enabling programmatic, AI-assisted investigation where no native integration existed.

Local LLM Evaluation & Routing — Ran blind, multi-fixture model bake-offs to right-size local vs. cloud models for support automation tasks, and built a personal multi-model routing/proxy system for experimentation.

EDUCATION & TRAINING

Full Stack Web Development Certificate — **UC Berkeley Extension** · Additional full-stack and technical coursework — **Coursera, California State University, East Bay**