

# Ben Tal Mizrahi

Sales Engineer · Solutions Engineer · AI Automation Builder

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## SUMMARY

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Senior Support Engineer and AI automation builder at Fireblocks with 4+ years in fintech infrastructure, customer-facing technical work, and cross-functional collaboration with Product, R&D, and customer teams. I find operational pain, research the real problem, and build practical AI workflows that help commercial and technical teams move faster.

## WORK EXPERIENCE

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### Fireblocks | Senior Support Engineer / AI Automation Builder | 2024 - Present

- Work directly with customer technical teams on blockchain, wallet, API, transaction, and integration issues, moving from unclear problem statements to validated resolution.
- Bridge Support, Product, R&D, and customer-facing teams, translating production issues and customer feedback into clear technical context and next steps.
- Built TRBT, a multi-agent AI investigation platform with structured playbooks, query libraries, and evidence-based outputs that route support issues to specialist agents.
- Built support analytics and reporting automation with n8n, Snowflake, MySQL, JavaScript, and APIs, turning raw operational data into stakeholder-ready reports.

### Fireblocks | Technical Support Engineer | 2022 - 2024

- Resolved complex customer issues across blockchain transactions, APIs, wallet operations, and technical integrations in a high-availability fintech environment.
- Worked with Product and Engineering on recurring customer pain points, bug investigations, and feature feedback.
- Delivered technical presentations and internal training, and contributed to Help Center and self-service improvements.

## SELECTED PROJECTS

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### TRBT | AI Investigation & Knowledge System | 2025 - 2026

- Multi-agent AI system that routes support investigations to specialist agents for logs, APIs, blockchain checks, integrations, and transaction analysis.
- Turns unstructured issue context into structured briefs with evidence, root cause, next steps, and escalation guidance.
- Continuous-learning loop that reviews outputs to find recurring patterns and update playbooks over time.

### Support Analytics & Reporting Automation | 2026

- Automated reporting pipelines with n8n, Snowflake, MySQL, JavaScript, QuickChart.io, and Google Drive API for customer and agent performance.
- Reports cover MTTR, SLA compliance, CSAT, first response time, reopen rate, and ticket volume.
- Consolidated 42 sequential SQL queries into 2 bulk operations, cutting report runtime from 10-15 minutes to 2-3 minutes.

## SKILLS

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- **AI & Automation:** AI agents, multi-agent workflows, LLM workflow design, prompt engineering, structured outputs, ChatGPT, Claude, n8n, workflow orchestration, process automation.
- **Data & Technical:** SQL, MySQL, Snowflake, REST APIs, JSON, JavaScript/Node.js, Python, Google Drive API, Git, query optimization.
- **Monitoring & Investigation:** Coralogix, Kibana, Grafana, Datadog, log analysis, root-cause analysis, production troubleshooting.
- **Domain & GTM:** fintech infrastructure, customer integrations, blockchain transactions, wallet and custody workflows, technical discovery, account research, documentation, enablement.
- **Collaboration:** cross-functional work with Product, R&D, DevOps, and customer-facing teams; stakeholder-facing solution ownership.

## EDUCATION

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### The Technion University | Product Management Course | 2024

Market analysis, product research, MVP approach, data-driven product management.

### See-Security: Cyber & Information Security | CSPP | 2021 - 2022

Microsoft MCSA, Cisco CCNA, Linux Essentials, CCSA, Python.

### Kzine Yam Akko | Practical Engineer, Electrical, Electronics and Communications Engineering | 2016 - 2018