



# Ben Tal Mizrahi

Sales Engineer · AI Automation Builder

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📍 Shilat, Israel

## ABOUT ME

Senior Support Engineer and AI automation builder at Fireblocks with 4+ years across fintech infrastructure, customer-facing technical work, research, and cross-functional work 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.

Strong fit for Sales Engineering and Solutions Engineering roles that need technical discovery, integration scoping, and clear communication of complex infrastructure to both business and technical stakeholders.

Hands-on with digital asset operations, blockchain fundamentals, APIs, SQL, AI agents, and workflow automation.

## EDUCATION

2024	<b>THE TECHNION UNIVERSITY   PRODUCT MANAGEMENT COURSE</b> <ul style="list-style-type: none"><li>Market analysis, product research, MVP approach, data-driven product management</li></ul>
2021-2022	<b>SEE-SECURITY: CYBER &amp; INFORMATION SECURITY   CSPP</b> <ul style="list-style-type: none"><li>Microsoft MCSA, Cisco CCNA, Linux Essentials, CCSA, Python</li></ul>
2016-2018	<b>"KZINE YAM" AKKO   PRACTICAL ENGINEER, ELECTRICAL, ELECTRONICS AND COMMUNICATIONS ENGINEERING</b>

## WORK EXPERIENCE

### 2024 - Present FIREBLOCKS | SENIOR SUPPORT ENGINEER

- 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.
- Designed AI workflows that turn messy support context into structured findings, root cause, evidence, and next actions.
- Built support analytics and reporting automation with n8n, Snowflake, MySQL, JavaScript, and APIs to turn raw operational data into stakeholder-ready reports.

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

## SELECTED PROJECTS & IMPACT

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

- Multi-agent AI system that routes support investigations to specialized 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 analyzes outputs to find recurring patterns and update playbooks over time.

### Support Analytics & Reporting Automation | n8n / Snowflake / MySQL / JavaScript 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.
- Replaced 42 sequential queries with 2 bulk SQL operations, cutting runtime from 10-15 minutes to 2-3 minutes.

## SKILLS

- Sales Engineering / Solutions Engineering
  - Technical discovery, integration scoping, customer technical deep-dives, solution design, technical presentations, stakeholder communication, customer enablement, technical documentation, product feedback, cross-functional collaboration
- Crypto / Fintech Infrastructure
  - Institutional crypto infrastructure, wallets, custody workflows, blockchain transactions, digital asset operations, APIs, policy flows, payments-adjacent workflows, transaction lifecycle, blockchain explorers, operational risk, customer integrations
- Technical Tools
  - SQL, MySQL, Snowflake, APIs, JSON, JavaScript / Node.js, Python, logs, dashboards, Google Drive API, QuickChart.io, Git, Docker
- AI & Automation
  - ChatGPT, Claude, AI agents, prompt engineering, multi-step workflows, structured outputs, AI-assisted research, workflow automation, n8n, knowledge management
- Communication & Enablement
  - Technical storytelling, executive-friendly summaries, internal training, documentation, troubleshooting guides, customer-facing written communication, cross-functional alignment