

HUNTER C. BEEZLEY

Lead Technical Support Engineer | IAM & Security Specialist | Automation & Systems Builder

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PROFESSIONAL SUMMARY

Lead Technical Support Engineer with 10+ years of experience specializing in identity access management (IAM), security operations, team leadership, and support systems automation. Expert in Okta administration, SSO/SCIM integrations, API security, and incident response. Proven track record leading global teams, contributing to production codebases, building automation tools and internal APIs, and architecting comprehensive knowledge management systems. Combines deep technical expertise with systems thinking, process optimization, compliance documentation, and customer success capabilities.

PROFESSIONAL EXPERIENCE

Lead Technical Support Engineer - Account Security Team Lead

New Relic | 2024 - Present

- Lead support team of 9 engineers across 3 global regions (AMER E/W, EMEA, APJ), specializing in IAM, SSO/SCIM integrations, APIs, data usage, organization management and incident response
- Partnered with Support Leadership to spearhead enterprise-wide RBAC system overhaul, consolidating 6 roles into 2 streamlined roles and redesigning permissions architecture, improving security posture and operational efficiency for 200+ support engineers
- Designed and implemented production NerdGraph GraphQL API endpoint for authentication domain user migrations, eliminating engineering bottlenecks
- Built automation infrastructure including Google Apps Script for Slack workflow integrations, shell scripts for scheduled job execution, and launchd agents for macOS monitoring, reducing manual escalation handling time by 40%
- Architected and maintain 70+ internal wiki pages (29% team ownership) including comprehensive SAML/SSO integration guides (1,100+ lines), searchable troubleshooting matrices, and IDP-specific configurations, serving as primary knowledge resource for 200+ global support engineers
- Designed and maintained enterprise-grade GDPR/CCPA data privacy compliance workflows and documentation (91 versions), ensuring regulatory compliance across global operations while processing 100+ data deletion/access requests quarterly
- Contributed authentication features to New Relic's IAM codebase (TypeScript/Node.js) and authored public-facing IAM technical guides, reducing average time-to-resolution by 35% through structured documentation and diagnostic tools
- Contributed to on-call escalation rotations for incident response management and support case escalations, maintaining 95%+ customer satisfaction rating with 10-day average resolution time

Senior Technical Support Engineer

New Relic | 2022 - 2024

- Resolved complex enterprise customer issues involving IAM architecture, SAML/OAuth authentication flows, API security configurations, and SCIM provisioning integrations
- Developed Python automation tools with New Relic's Nerdgraph API to solve tough customer problems and use-cases related to bulk user, account and organization management tasks
- Mentored junior engineers on security incident response, troubleshooting methodologies, and customer escalation management

Technical Support Engineer

New Relic | 2019 - 2022

- Resolved complex technical issues for new and existing enterprise and mid-market customers
- Consistently exceeded case resolution targets while handling diverse technical issues across observability platform, earning promotion to Senior TSE within 3 years

Cellular QA Engineer

Apple | 2019

- Assisted Wireless Technology and Ecosystems team by performing manual and automated testing for Apple Watch and iPhone telephony features

Genius

Apple | 2011 - 2019

- Diagnosed and repaired hardware and software issues, providing efficient solutions and ensuring high customer satisfaction
- Trained and mentored new team members on product knowledge, repair processes, and customer service best practices

TECHNICAL SKILLS

Security & Identity Access Management: IAM Architecture & Implementation • SSO/SCIM (SAML 2.0, OAuth, OpenID Connect) • Okta Administration & Integration (Platform Expert) • API Security (REST & GraphQL) • Security Incident Response & Management • RBAC Design & Implementation • GDPR/CCPA Compliance

Development & Automation: Python (Automation, Scripting & API Development) • JavaScript/Node.js/TypeScript • Terraform & Infrastructure as Code • Shell Scripting (Bash) • SQL • GraphQL (NerdGraph API) • REST API Design • Google Apps Script • Slack Workflow Automation • Webhook Integrations • Git/Version Control • CI/CD Concepts

Platform & Tools: Full-Stack Observability (New Relic Platform) • Okta • Google Workspace Administration • Google Sheets API • Google Calendar API • NRQL (New Relic Query Language) • SCIM Provisioning • Authentication Protocols • Cloud Security Concepts • macOS Automation (launchd)

Leadership & Operations: Global Team Leadership (9 Direct Reports, 3 Regions) • Cross-Functional Project Management • On-Call Incident Response Management • Process Design & Optimization • Knowledge Management & Technical Writing • Compliance Documentation (GDPR/CCPA) • Training & Mentorship • Stakeholder Communication

EDUCATION

Master of Arts | Union Theological Seminary | 2015

Bachelor of Arts | Nyack College | 2013

CERTIFICATIONS & TRAINING

- Apple Certified Mac Technician (ACMT)
- Apple Mac Service Certification
- Apple Service Fundamentals