

Matthew Meyer

Senior Customer Solutions Analyst · Technical Support & SaaS

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SUMMARY

Extensive experience across API support, customer success, IT, development, training, and SaaS support, with a demonstrated commitment to continuous skill development.

EXPERIENCE

Senior Customer Solutions Analyst — [ZoomInfo](#)

Mar 2020 – Present · San Francisco, CA

Coordinate communications across customer, engineering, and product teams; manage bug documentation and escalations; build product documentation; troubleshoot SSO, calendar, and integration issues; analyze logs with AWS tools and Datadog.

Senior Technical Support Engineer — [Vonage / Nexmo](#)

Feb 2016 – Jan 2020

Supported developers using APIs for voice, SMS, and messaging services, serving enterprise clients including Airbnb and Uber.

Multi-role Specialist — [HubPages](#)

Feb 2012 – Nov 2015

Testing, bug tracking, technical support, and community management for a top-200 US website.

Consultant — [Tech Matt](#)

Feb 2010 – Feb 2012

Small business technology consulting, web design, and training.

eLearning Developer — [Adecco](#)

Jun 2007 – Feb 2010

Created and delivered training courses for CRM and medical sales systems.

Support Technician — [Cornerstone Information Systems](#)

Dec 2003 – Jun 2006

Supported travel-industry SaaS clients with SQL reporting solutions.

Web & Database Contractor — [IU School of Medicine](#)

Jul 2002 – Jul 2004

Developed HIPAA-compliance database solutions.

EDUCATION

B.S. Business — Computer Information Systems — [Indiana University Bloomington](#)

SKILLS

API support · Customer success · SaaS support · SSO & integrations · Datadog · SQL · Technical documentation · Training / eLearning · Bug triage & escalation

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