

Brien Grosinsky

Senior Technical Support Engineer | Enterprise SaaS, WebRTC & API Integrations

Orlando, Florida | brienmg@gmail.com | LinkedIn | Portfolio

Enterprise support engineer who resolves complex customer issues and builds automation, diagnostics, and AI-assisted testing tools. Experience supporting a WebRTC platform embedded in Salesforce, ServiceNow, and Tanium, working with admins, deployment teams, and network and security engineers.

Experience

ScreenMeet | Senior Technical Support Engineer

July 2025 - Present

- Own the highest-complexity escalations and mentor a teammate on a two-person technical support team.
- Built a Claude-driven test rig using AWS Systems Manager to run a 14-feature verification matrix against a live Windows endpoint and reproduce customer-reported issues on demand.
- Authored a privacy-minimized PowerShell diagnostics collector published in customer documentation; rebuilt the Document360 knowledge base and synced it into Confluence for Rovo discovery.
- Configure AI summary prompts and output settings for enterprise workflows, and evaluate AI-assisted troubleshooting tools for usability and reliability.

ScreenMeet | Lead Support Engineer

April 2021 - July 2025

- Served as the platform's sole support engineer for three years; owned 1,707 of 1,836 customer escalations (93%) before the team expanded in 2024.
- Built all 27 Jira Service Management automation rules for intake, routing, assignment, and stale-ticket handling.
- Created a Severity 1 paging workflow connecting Jira automation and Zapier to the on-call engineer.

Across ScreenMeet roles: 3,300+ enterprise cases resolved, 4.8/5 customer satisfaction, and 96% attainment on a four-hour first-response SLA. Accounts include Dell, Autodesk, Salesforce, ServiceNow, and Xero.

DaySmart Software | Technical Support Team Leader

October 2018 - April 2021

- Led 18 support representatives through coaching, performance reviews, and technical and managerial escalations.
- Automated error-prone setup processes with scripts, led the customer transition to ZeroTier, and partnered with product and development teams on .NET and Angular software issues.

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Experience, projects & technical capabilities

DaySmart Software | Technical Support Expert

July 2018 - October 2018

- Provided white-glove support and managed relationships for 160 of DaySmart's largest customer accounts.

DaySmart Software | Technical Support Specialist

August 2017 - July 2018

- Troubleshoot SQL-based business management software and supporting computers, mobile devices, networking, and printers across salon, pet grooming, medical spa, and tattoo businesses.

Selected personal project

ChartaFlow | Documentation platform

Ongoing personal project

- Direct product scope and AI-assisted implementation of a documentation platform with rich-text authoring, draft/publish separation, team permissions, search, and AI-assisted discovery.
- Configure specialized Codex and Claude agents with explicit ownership, model and reasoning choices, handoff requirements, and independent review.
- Implement repeatable verification with TypeScript checks, unit tests, a disposable Supabase policy-test harness, Playwright browser regressions, and GitHub Actions.
- Work across Next.js, React, TypeScript, TipTap, Supabase/Postgres, Git branches and worktrees, and Vercel deployment.

Technical capabilities

Enterprise support: WebRTC, REST APIs, Salesforce, ServiceNow, Tanium, escalation management, technical leadership.

Automation and AI: Claude, Codex, PowerShell, AWS Systems Manager, Zapier, AI evaluation, agent task design and coordination.

Support operations: Jira Service Management, Confluence, Document360, knowledge management.

Project development: React, Next.js, TypeScript, TipTap, Postgres, Supabase, Git, Playwright, CI and Vercel.

Education & certification

Ferris State University | Bachelor's, Information Technology

January 2018 - March 2024

Salesforce Certified Associate