

ZACHARY KEITH LIPSCOMB

Technical Support & AI Automation Specialist

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PROFESSIONAL SUMMARY

Modern technical support specialist with a strong foundation in SaaS systems, automation, and AI integration. Experienced in supporting enterprise CLM environments, API integrations, and workflow automation using Microsoft 365 Copilot, Power Automate, and Copilot Studio. Skilled in **prompt engineering, AI agent design, and vibe coding** to optimize intelligent workflows and automate troubleshooting processes. Combines strong analytical skills with a customer-first mindset to deliver efficient, scalable, and forward-thinking technical solutions.

CORE SKILLS

Technical Support • SaaS Platforms • AI Workflow Automation • Prompt Engineering • AI Agent Design • Vibe Coding • Power Automate • Microsoft 365 Copilot • Copilot Studio • Node.js • HTML/CSS/JavaScript • MongoDB • REST APIs • Troubleshooting • Customer Communication • QA Testing • Knowledge Base Management

PROFESSIONAL EXPERIENCE

Malbek – Technical Support Specialist (Remote) | Apr 2023 – Present

- Provide Tier 1 & 2 support for enterprise SaaS CLM customers, ensuring rapid issue resolution and high customer satisfaction.
- Diagnose and resolve issues involving API integrations, SSO (SAML), MS Word add-ins, and data synchronization.
- Collaborate with Development and QA teams to reproduce and validate customer-reported issues.
- Conduct root-cause analysis and provide detailed solutions or workarounds for technical issues.
- Design and configure Microsoft 365 Copilot Agents and Power Automate flows to improve workflow efficiency.
- Build Copilot Studio agents for documentation retrieval and knowledge base automation.
- Integrate REST API automations and AI workflows to optimize troubleshooting and internal processes.
- Participate in QA testing, maintain internal knowledge bases, and provide weekend on-call support rotation.

SteadyMD – Technical Support Associate (Remote) | Jun 2022 – Jan 2024

- Provided customer and technical support for healthcare SaaS products, ensuring consistent uptime and performance.
- Assisted with troubleshooting user access, integrations, and platform issues across multiple systems.
- Collaborated with engineering and customer success teams to resolve escalated technical cases.
- Contributed to process documentation and automation initiatives improving response efficiency.

Previous Experience

Roles including Community Property Representative, Resident Manager, Assistant Manager, and Customer Service Representative across multiple organizations. Developed strong communication, leadership, and conflict-resolution skills while managing operations, data, and customer relations.

EDUCATION & CERTIFICATIONS

Associate of Arts in Business Management – American River College, Sacramento, CA

Full-Stack Web Developer Bootcamp – Nucamp

The Web Developer Bootcamp 2022 – Udemy

Complete JavaScript Course 2022 – Udemy