Arjun Mehta

CUSTOMER SUCCESS ENGINEER

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SUMMARY

Customer success engineer with 5 years of SaaS technical support and customer success work for data and payments platforms. Debugs APIs, Linux hosts and Kubernetes deployments with customers, writes Python scripts that automate onboarding, and turns technical findings into plain-language plans for account teams.

SKILLS

Python • APIs • Linux • Kubernetes • Networking • Customer Success • Technical Account Management
Technical Support • Salesforce • Project Management

EXPERIENCE

Customer Success Engineer 01/2024 - Present

Barton Creek Data Austin, TX

Observability SaaS used by 600 engineering teams.

- Guide technical onboarding for **35** enterprise customers a year, deploying agents on Kubernetes and Linux hosts.
- Debug API integration and networking issues on customer calls, resolving 85% without engineering escalation.
- Write Python scripts that automate data source setup, cutting onboarding time from 21 days to 9.
- Partner with account managers on technical account management for 20 top accounts, with plans logged in Salesforce.
- Run project management for 6 migration projects a quarter with shared timelines and weekly status notes.

Technical Support Engineer 06/2021 - 12/2023

Pecan Street Software Austin, TX

Payments API company serving 2,000 merchants.

- Resolved 25+ technical support tickets a day on REST APIs, webhooks and SDK errors.
- Reproduced customer bugs in Python and filed 150+ engineering tickets with logs and root cause notes.
- Wrote 40 knowledge base articles that cut repeat API tickets by 22%.
- Handled on-call shifts for production incidents, meeting 99% of the 1-hour response SLA.

EDUCATION

Bachelor of Science 05/2021

Texas State University San Marcos, TX

Computer Science

CERTIFICATES

Certified Kubernetes Administrator (CKA) 06/2025

The Linux Foundation