Matthew Slifer

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PROFESSIONAL SUMMARY

Senior Support Engineer with 3+ years at Oracle supporting enterprise and U.S. government customers across cloud and SaaS environments. Combines escalation ownership, hands-on development, and sales collaboration with AI-powered tools that improve diagnostic efficiency and customer self-service.

EXPERIENCE

Oracle | Senior Support Engineer Oct 2026 - Present

Oracle | Cloud Support Engineer II Sep 2024 - Oct 2026

- Served as the primary technical escalation contact for U.S. government customers in secure, high-priority environments. Holds an active security clearance.
- Led architectural evaluation and pilot implementation of an AI support agent for Oracle Visual Builder Studio that resolves 40% of incoming support tickets autonomously, with deterministic safety gates for engineer handoffs.
- Built an AI tool for HTTP Archive (HAR) analysis, reducing network diagnostic time by 65% across the support team.
- Developed GPT-based automations that reduced technical documentation time by approximately 50% and improved troubleshooting consistency.
- Partnered with sales teams to deliver tailored demonstrations of Visual Builder Studio and Oracle Fusion Cloud Applications, addressing customer use cases to support adoption and expansion.
- Mentored junior engineers on customer-specific solutions
- Led support process improvements adopted across Visual Builder Studio.

Oracle | Cloud Support Engineer Jun 2023 - Sep 2024

- Resolved 200+ enterprise support cases across OCI, Visual Builder Studio, and Oracle SaaS applications, earning positive ratings on 100% of returned customer satisfaction surveys.
- Served as AT&T's technical point of contact during a critical cloud migration, resolving a key blocker and contributing to the renewal of an approximately $1B enterprise contract.
- Collaborated with engineering, product, and sales teams to resolve customer issues.
- Created troubleshooting guides to support customer self-service and runbooks for internal troubleshooting.

Arlite | Software Engineer Intern Nov 2022 - Mar 2023

- Built and launched an employee portal front end for 50+ users, integrating React with an Express backend and secure JWT authentication.

UC Davis | Data Analyst Intern Sep 2021 - Jun 2022

- Analyzed hydraulic fracturing data using SQL and Excel for research on social and economic impacts.

RELEVANT SKILLS

Customer & Support: Escalation management, customer communication, technical demonstrations, mentoring
Cloud & Applications: OCI, Oracle SaaS (HCM, ERP, SCM), Visual Builder Studio
Development & AI: Python, JavaScript, SQL, REST APIs, Postman, OAuth, Node.js, Git, GPT automation

CERTIFICATIONS & AWARDS

Oracle Cloud Generative AI Professional (2026) | OCI Foundations Associate (2024)
Oracle Redwood Application Developer Associate (2024)
Awards: Oracle Circle of Distinction - Customer Services (2024)

EDUCATION

B.S., Environmental Science and Management | UC Davis
Coding Bootcamp | App Academy, San Francisco, CA