Tanner Vass

San Mateo, CA

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Support leader. Eight years from frontline engineer to running support systems at Verkada, including two customer-facing AI systems. Focused on turning support cases into shipped product fixes, partnering with Engineering, Product, and GTM at the SVP/VP level.

EXPERIENCE

Verkada · San Mateo, CA Feb 2020 – Present

Enterprise B2B physical security platform; 31,000+ customers (100+ Fortune 500) across 171 countries; $1B+ annualized bookings.

Senior Manager, Support Systems Feb 2025 – Present

- Designed and rolled out two complementary customer-facing AI systems: Fin, an agent in Verkada Command that resolves inbound chat conversations, and Ask AI on help.verkada.com.
- Acting PM for native support in Command at the SVP of Product's request. Wrote the PRD and roadmap for an in-product case portal, then shipped V1 (read-only).
- Led the Anthropic Claude rollout across Support and moved the KB to a platform AI agents can read. Interviewed power users of my team's internal Claude Agent SDK bot and retired it once native tools covered its core uses.
- Own Support Systems Engineering (an EM and 3 SWEs): shipped LLM case classification with PII redaction, linked every Customer Effort Score survey to its case, and rebuilt case routing.
- Run executive escalations. The team moved them into Linear, cut median time to close, and turned the Engineering handoff into joint debugging. Co-run a weekly ~35-person Support/Engineering bug sync.
- Built Support's case-volume forecast, backtested over six quarters, and drafted the department OKRs.
- Shipped an outbound customer-comms tool that reaches affected customer admins in minutes. Also lead customer-facing outage comms.
- Lead 8 directs (2 managers) across Support: escalations, systems engineering, bug triage, data, KB, enablement, and hardware betas. 5 former directs now lead teams.

Technical Support Manager Mar 2022 – Mar 2025

- Managed up to 26 engineers and supervisors across the US and Australia.
- Stood up Verkada's Asia-Pacific support function from a single hire to enable follow-the-sun delivery. Made 9 hires and cut idle handoffs between regions.

Product Specialist Oct 2020 – Mar 2022

- Designed the bug-escalation process that became the precedent for the formal Eng/Support triage and shortened bug time-to-fix.

Technical Support Engineer Feb 2020 – Oct 2020

Cisco Meraki · San Francisco, CA Jan 2018 – Feb 2020

Network Support Engineer III (Jan 2018 – Jan 2019); Network Support Training Specialist (Jan 2019 – Jul 2019); Network Support Supervisor (Jul 2019 – Feb 2020). Supervised 11 engineers and trained 120+ cross-functional new hires in six months.

SELECTED PERSONAL PROJECTS (BUILT WITH CLAUDE)

- **Gary**: Agent employee running 24/7 on a home server. It picks up Linear tickets, writes the code, opens PRs, and babysits them through CI.
- **Mulligan Labs**: Multiplayer Magic: The Gathering client (SvelteKit + PartyKit).
- **Hearsay**: On-device macOS meeting recorder in Swift; writes speaker-labeled transcripts as Markdown that agents can read.

SKILLS

AI / Agentic: Claude (chat, Code, MCP), multi-agent orchestration, evals of agent output, knowledge-base retrieval.

Engineering: SQL, Python, TypeScript/SvelteKit, Swift, Vue.js, Git/GitHub, Linear, Terraform, REST APIs.

EDUCATION

B.S., Computer Networking & Information Technology

Minor in Business Administration · University of Wisconsin-Stout, 2017