Timothy Butler

Solutions Architect · Fintech, APIs & Applied AI

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12+ years in B2B tech, most of it as the person customers call when the integration breaks and the exec is still on the line. I've run C-level working sessions with banks, fintechs, and crypto companies, written the SQL and read the logs myself, and built AISE, an LLM engine on AWS Bedrock that drafts the first reply to every ticket. Former Solutions Architect and Head of Support, so I know exactly where the demo ends and the deployment begins.

SIGNATURE WORK

AISE · AI Support Engine, Unit21

AI hackathon winner

Created a 'home-brewed' internal LLM-powered tool embedded directly in the ticket workflow.

- Drafts a high-quality first response to every incoming ticket, and auto-surfaces similar historical tickets so agents start with context instead of a blank screen.
- Built on a RAG architecture on AWS (S3, Kendra, Bedrock) with a curated "golden solution" layer as the quality backbone, so proven fixes are reused instead of re-solved.
- Fed continuously by the runbooks I wrote, so complex fixes are documented once and the AI resolves them from then on, inside a SOC 2 environment where customer PII stays protected.

> *"Our Support team, led by Timothy Butler, built one of my favorite projects. It doesn't replace the human. It upgrades them. We operationalize AI internally. We pressure-test it on ourselves. AI isn't a slide for us. It's how we work."*
>
> Trisha Kothari, Chairman, Unit21

EXPERIENCE

Head of Support · Unit21

2022–2026

Promoted from Technical Support Engineer to lead the function; owned frontline support operations for a fintech AML and fraud-detection platform serving banks, fintechs, and crypto companies.

Designed, shipped, and drove adoption of AISE (above), embedding LLM tooling into daily agent workflows and turning ad-hoc fixes into a reusable system.

Owned incident response and status-page communications, and authored root-cause analyses and Notion runbooks that fed directly into the AI's knowledge base.

Investigated deep technical issues directly: SQL across Postgres and Databricks (TablePlus), plus log analysis in Datadog and AWS CloudWatch and API-level debugging.

Ran regular working calls with C-level stakeholders at fintechs, banks, and crypto companies, translating their needs into requirements with Product and Engineering.

Administered the support stack end to end: Zendesk and Intercom, Datadog, status page, Shortcut, and Slack.

Technical Support Engineer · ThriveCart

2021–2022

Handled 40 to 50 tickets a day: connected Stripe, fixed broken checkout pages, debugged subscriptions, and figured out why customer funnels weren't converting.

Translated engineering into plain English and resolved billing, integration, and workflow issues at high volume without letting quality slip.

Support Team Lead → Solutions Architect → Product Manager · RestaurantConnect

2015–2020

Led the support team and owned escalations, keeping operations organized so issues got resolved and customers stayed happy.

As Solutions Architect, helped customers design the platform around their real workflows and business needs.

As Product Manager, turned customer feedback into prioritized features, cleaned up messy workflows, and kept the product moving forward.

KEY CAPABILITIES

SUPPORT OPERATIONS & LEADERSHIP

Led Support at Unit21: incident response, status-page comms, root-cause analysis (review and authoring), and Notion runbooks that train the AI on complex fixes. Regular working calls with C-level stakeholders at fintechs, banks, and crypto. Team training. Trend monitoring and reporting.

AI & AUTOMATION

Focused on giving AI the contextual data it needs to resolve real issues, inside a SOC 2 environment where customer PII must stay protected.

DATA & TECHNICAL

SQL across Postgres and Databricks, API-level debugging, and log analysis in Datadog and AWS CloudWatch.

SYSTEMS & TOOLING

Zendesk, Intercom, Atlassian/Statuspage.io, Notion, Shortcut, Slack, AWS (S3, Kendra, CloudWatch), HoneyComb, Gong, LaunchDarkly

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Sinclair Community College
Associate of Applied Science, Computer Science

LETTER OF RECOMMENDATION

Tyler Allen · CEO, Unit21

Worked together ~4 years

"I worked with Tim for close to four years at Unit21. When he started he was answering tickets himself. When he left he was running the team.

He got deep on the technical side because the job demanded it and then kept going well past that. By the end he was writing his own queries against our warehouse and tracing customer issues through the logs before anyone in engineering got pinged, which is why our GTM team gave him an "Engineering Saver" award.

Last year ticket volume went up 36% in a single quarter and he handled it without adding headcount. Tim rebuilt how the team worked and put together an agentic workflow that surfaced the stalest, highest priority tickets to whoever had capacity, and that same team started taking BI requests in the same stretch. Open tickets dropped by more than half.

I'd work with him again in a heartbeat."

Tyler Allen, CEO, Unit21