

# Chris Scavongelli



(339) 933-9228



chris@scavongelli.com

Enterprise Solutions Engineer / Technical Support Lead with 7+ years of experience supporting enterprise SaaS customers, building API-driven integrations, and translating complex customer needs into practical technical solutions. Trusted partner to Sales, Account Management, Product, and Leadership teams on implementations, escalations, professional services requests, reporting, custom integrations, and AI-assisted workflow improvements.

## Enterprise Client Solutions

Enterprise SaaS support, technical discovery, training, implementation support, and professional services.

## Solutions & Integrations

REST APIs, data transformation, custom integrations, workflow automation, reporting/dashboarding, internal tools.

## Technical Stack & Platforms

- JavaScript, Node.js, HTML/CSS, SQL/PostgreSQL, PHP, React, AWS, Codex
- Zendesk, HubSpot, Salesforce, Tableau, Splunk

## Experience

- Enterprise Support Engineer Lead** 2024 - Present  
[sundaysky.com](https://sundaysky.com)  
SundaySky | Remote
  - Lead technical support for enterprise clients, supporting custom implementations and integrations.
  - Partner with Sales and Account Management teams on implementations and professional services requests.
  - Manage our Zendesk Help Center and Knowledge Base, developing custom integrations and dashboards.
  - Deliver monthly customer health metrics to Leadership teams, surfacing trends and product gaps.
  - Build tools and workflow improvements that help internal teams support enterprise customers more efficiently.
- Sr. Technical Support Engineer / Internal Tools Developer** 2018 - 2024  
[3playmedia.com](https://3playmedia.com)  
3Play Media | Boston, MA (+ Remote)
  - Provided white-glove technical support to enterprise customers.
  - Implemented detailed reporting dashboards for various departments — first via Tableau, then via custom in-app (Ruby on Rails) live reporting, integrating Google Charts and APIs for critical external services.
  - Developed several efficiency tools, such as (1) a web portal that uses Zendesk's API to quickly find & replace text or images in Knowledge Base articles that need to be updated after a product change; (2) Automated private comments on Zendesk tickets with customer-specific info that's helpful to the support agent.
- Product Training Manager, Scripting Specialist** 2017 - 2018  
[LCS.com](https://LCS.com)  
London Computer Systems | Cincinnati, OH
  - Delivered custom reports, scripts, and workflow solutions for paying customers.
  - Promoted after 5 months to lead internal and external training, holding live webinars & in-person sessions for customers and employees.
  - Built applications for performance analysis, internal training, and a custom CRM for Sales/AM teams.

Outside of my professional roles, I build full-stack applications and AI-assisted tools that solve practical problems, explore new platforms, and connect systems in useful ways. A few recent projects include:

- NAS Media Viewer** 2025 - Present  
[jellylabs.dev/nas-media-viewer](https://jellylabs.dev/nas-media-viewer)  
Application for visionOS, iOS, macOS
  - Built and shipped a media streaming app for Apple Vision Pro, iPhone, iPad, and Mac, with SMB, Plex, and Jellyfin integrations, immersive VR180/360 playback, advanced filtering/search, and custom immersive environments.
- Grapevine Network** 2021 - 2023  
[grapevine.today](https://grapevine.today)  
Web Application
  - Virtual event platform I created when COVID-19 forced me to cancel my in-person co-founder matching event. We had an exciting run, with revenue of \$1,000+/month and 1,000's of events hosted during the pandemic.
- Airframe: Save & find later** 2022 - 2024  
[airframe.cloud/info](https://airframe.cloud/info)  
iOS + Web Application
  - Built this app to let users save things from any app and find it later. Websites, YouTube videos, Reddit posts, articles, recipes, Netflix shows you want to watch, anything at all.

- Miami University of Ohio** – B.A., Entrepreneurship & Computer Science, 2016

## Portfolio

For more info, check out my website:

[agynamedchris.com](https://agynamedchris.com)

## Education



[agynamedchris.com](https://agynamedchris.com)



[linkedin.com/in/cscav](https://linkedin.com/in/cscav)