

# Lior Doron

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## Summary

Technical support engineer with experience troubleshooting complex SaaS platforms and supporting over 1,000 users. Skilled in debugging web applications, analyzing product logs and user behavior, and collaborating with engineering and product teams to resolve issues quickly and improve product reliability. Strong analytical mindset with experience building dashboards, investigating system data, and translating technical findings into actionable improvements.

## Experience

### Founding Full-Stack Engineer

Muza | 2025 – Present

- Building a production web platform using JavaScript, Node.js, REST APIs, and database integrations, translating product requirements into reliable platform features.
- Debugging frontend and backend application issues by analyzing API requests, application behavior, and database interactions.
- Working closely with designers and engineers to improve platform stability, usability, and system performance.
- Creating internal documentation and troubleshooting guides to improve development workflows and knowledge sharing.
- Using AI-assisted development tools to accelerate debugging, testing, and development cycles.

# Escalation Engineer

Plannie (Acquired by Movement Group) | 2023 – 2024

- Served as the technical escalation point for 1,000+ SaaS users, resolving complex platform issues and maintaining high customer satisfaction.
- Diagnosed product malfunctions by analyzing SQL-style data queries, product logs (Coralogix), API requests, and browser DevTools.
- Investigated complex issues including payment failures, UI errors, and workflow bugs while collaborating with R&D, Product, and Customer teams to implement fixes.
- Built an internal analytics dashboard to analyze customer funnels and user behavior data, helping teams identify product friction points and improve workflows.
- Reduced recurring issues by ~35% by identifying root causes through data analysis and driving product improvements with engineering teams.
- Created 300+ knowledge base articles and troubleshooting guides, improving support efficiency and onboarding of new team members.
- Led technical troubleshooting sessions with customers and internal teams to diagnose problems and deliver solutions efficiently.

# Education

B.A. Psychology & Asian Studies

Tel-Hai Academic College — Israel | 2020–2023

Recipient of the Huayu Mandarin Enrichment Scholarship (Taiwan)