Colin McArthur

Async Forward-Deployed Engineer · AI Support Automation

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SUMMARY

I embed with SaaS customers through written channels, trace their problems through code, data and infrastructure, and ship the fix plus the AI tooling that stops the problem coming back. I've done this for 6.5 years, fully async, and this year I shipped 675 production commits alongside running technical support across two brands.

EXPERIENCE

Async Forward-Deployed Engineer (Customer Success → Engineering), AttractWell & GetOiling

Contract · Remote · Apr 2020 – Present

SaaS platforms for coaches and creators: sites, CRM, email/SMS, courses, payments, bookings.

Product engineering

- **Shipped 675 production commits (+71K lines, PHP/JS) in 2026** through founder-reviewed pull requests, with output growing every quarter (127 commits in Nov).
- **Designed and built an interactive Card Builder**: calculators, sliders, AI-generated cards and "Edit with AI". Took it from spec to release, including the full UI review punch list.
- **Built an A2P 10DLC compliance gate** across every SMS path (fails open on carrier errors, with admin override and legacy-flag grace period) and **completed 503 carrier registrations**.
- **Hardened billing**: past-due plan changes, webhook guards, Stripe-disconnect alerts, and payment-recovery reactivation of SMS accounts.
- **Secured public endpoints and telemetry** with bot-signup protection, signed form manifests, and PII/session scrubbing in Rollbar.
- **Shipped AI product features**: batched AI campaign rewrites, refusal detection, and natural-language contact collection in customer-facing GPTs.

Support automation and AI tooling

- **Built AI onboarding drafts in Freshdesk**: AI reads each new customer's setup answers and pre-writes a personal onboarding email, plus a 72-hour dormant-account alert, to improve retention.
- **Built a multi-agent AI support team**, including a ticket-investigation agent that assembles account, database, log and code evidence into a sourced case file before any reply.
- **Built an MCP server** exposing the platform to AI assistants, and a **148-file regression test harness** that checks production fixes before PR.

Technical support engineering

- **Resolved 1,447 tickets in the past 12 months (~121/mo)**, **100% written** (0% phone or chat), with a **38.9-hour median resolution** on multi-system issues.
- **Owned DNS, domain and email deliverability** (23% of volume): SPF/DKIM/DMARC alignment, Mailgun, registrar migrations, zone recovery.
- **Escalated 96 bugs to engineering with reproducible cases**, and coordinated with third-party vendors on 28% of tickets (Twilio, Stripe, Zoom, Mailgun, Google).

SKILLS

Engineering: PHP · JavaScript · MySQL · Redis · Pest/PHPUnit · Git · Docker
AI: agent and prompt design · multi-agent orchestration · MCP servers · Claude Code · AI product features
Infrastructure: DNS · SPF/DKIM/DMARC · Mailgun · Cloudflare · registrars · WAF/HAProxy diagnosis
Integrations: Twilio (A2P 10DLC) · Stripe · Braintree · Zoom API · Google/O365 calendars · Freshdesk · Jira
Working style: async-first · written communication · spec-driven development · root-cause diagnosis