Nick Lax

Austin, TX · nlaxatx@gmail.com
scenebiscuit-cell.github.io · linkedin.com/in/nick-l-001a402b · github.com/scenebiscuit-cell

SUMMARY

Detail-oriented generalist with over a decade of combined experience in enterprise SaaS support, regulatory compliance, and web and motion design. Used to applying written rules consistently, checking claims against source documentation, and explaining findings in clear, specific writing. Builds and tests AI tools hands-on, including an AI support-desk demo and AI-assisted compliance checkers.

SKILLS

- **Customer support:** enterprise SaaS troubleshooting, phone, email and chat support, ticketing systems, macros and help-center content, customer-facing documentation
- **Writing and communication:** clear technical writing, editing, training documents, customer-facing documentation
- **Technical:** HTML/CSS, Git and GitHub, command line basics, Claude Code, GitHub Pages, WordPress
- **Compliance and QA:** applying regulations and SOPs consistently, audit-style document review, Lean Six Sigma, SOP writing, METRC
- **AI evaluation:** prompt writing, multi-turn testing, response comparison, fact-checking, rubric-based rating, written justifications
- **Design:** Adobe Creative Suite, visual communication, project management

PROJECTS

Pharos AI Support Desk — scenebiscuit-cell.github.io/support-desk-repo-1

- Built an AI support-ops demo for a fictional SaaS: a help chat that answers only from help articles and cites sources, a customer portal, and a Jira Service Management-style agent desk with AI triage and drafted replies
- Measured triage accuracy on 36 hand-labeled unseen tickets: 78% with keyword rules, 89% with a local AI model plus a security safety net that always routes suspicious-login reports to a person
- Designed human-in-the-loop rules so refunds, identity checks and security reports always go to an agent, and wrote a 23-reply macro library with a consistent brand voice

COA Crosscheck + TCUP COA Checker — COA Crosscheck · TCUP COA Checker

- Built two browser tools that check cannabis lab certificates of analysis (COAs) against state rules for Texas, Missouri, Colorado, California and federal hemp, giving a Clear, Review or Hold verdict with an official citation on every finding
- Wrote a parser for unstandardized lab report layouts, kept separate from the rules engine, with 88 automated tests that run on every change
- Added a shopper card so retailers can show lab results on product pages, and met WCAG 2.2 AA accessibility in light and dark themes

EXPERIENCE

Project Specialist, Division of Cannabis Regulation, Testing & Research Jul 2025 – Dec 2025
Missouri Department of Health and Senior Services

- First employee of a new compliance pilot program; helped design the operational and regulatory workflows that oversaw public safety for the state's licensed cannabis industry
- Owned chain-of-custody compliance across statewide facility audits, using METRC to identify, log and process regulated sample transfers to the State Public Health Lab
- Partnered with agency leadership on policy and procedure development; workflows were evaluated for statewide scalability
- Applied Lean Six Sigma principles to formalize and streamline processes in a newly built regulatory function

Owner & Operations Manager — The Strand LLC, Tijeras, NM Aug 2022 – Jul 2024

- Founded and licensed a regulated small business from the ground up, coordinating architects, contractors and utilities to build a fully compliant facility
- Wrote SOPs covering safety, regulatory compliance and daily operations

Enterprise Support Specialist — Loom, Austin, TX Dec 2020 – May 2021

- Provided technical support to enterprise customers on Loom's SaaS platform, diagnosing issues and guiding teams to best practices

- Partnered with large organizations on rollout strategies that improved team-wide product adoption

Multimedia Designer / Project Manager (Freelance) — Nick Lax Designs, Austin, TX Dec 2017 – Dec 2020

- Managed client design and video projects end-to-end, from scoping through delivery, on time and within budget
- Ran a 200+ video production pipeline for a live-music YouTube channel, tracking quality and deadlines across concurrent projects

Product Advocate — Atlassian, Austin, TX Mar 2016 – Jul 2017

- Supported international clients on Atlassian's SaaS suite by phone and email
- Relayed customer feedback to Product Development, reporting issues and recommending feature improvements based on direct user input

Customer Success Advocate — Atlassian, Austin, TX Jun 2014 – Feb 2016

- Handled 40–60 tickets a day on licensing and product functionality, alternating with phone shifts of up to 30–40 calls a day from customers across the US and Europe; promoted to Product Advocate in 2016
- Kept customer satisfaction (CSAT) above 90%
- Wrote training documents for the support team in the Manila, Philippines office, covering the product suite and where each tool fits in the customer lifecycle

Inside Sales Account Executive — SHI International Corp., Austin, TX Jan 2014 – Jun 2014

- Managed 15 enterprise accounts and sold over $500K in hardware and software, meeting sales and retention targets

Additional experience: Cultivation Specialist, Agri-Genesis (2025) · Social Media Assistant, NetSpend (2013) · Market Research Assistant, Alchemy Systems (2011)

EDUCATION

B.A., Communication Design (Communications Studies specialization) — Texas State University 2011 – 2013

Certificate, Web Developer Specialist Level 1 — Austin Community College 2014 – 2017