

JASON HUYNH

CUSTOMER SUPPORT SPECIALIST | QA & TECHNICAL TROUBLESHOOTING

📍 Westminster, CA — Open to Remote 📞 (714) 705-9950 ✉️ jasonhuynh318@gmail.com

SUMMARY

Customer support professional with 3+ years of experience resolving technical issues for an AI-powered hardware product. Manages high-volume support queues in Zendesk across chat, email, and phone, and walks customers through step-by-step troubleshooting from first contact through resolution. Background in QA and hardware diagnostics adds a deeper technical foundation than a typical support hire. Open to remote Customer Support and Client Experience roles.

SKILLS

Customer Support: Zendesk (ticket triage, macros, queue management), live chat, email & phone support, step-by-step troubleshooting, de-escalation & customer retention

Technical Troubleshooting: Hardware & connectivity diagnostics, root-cause analysis, Python-assisted testing scripts, escalation to engineering teams

Tools: Zendesk, Slack, Google Workspace, Microsoft 365, Excel

EXPERIENCE

QA Analyst & Customer Support — TRACE (AI-Powered Camera Company), Garden Grove, CA Apr 2023 – Present

- Resolve customer support tickets in Zendesk across chat, email, and phone, troubleshooting camera hardware, connectivity, recording, and video-upload issues from first report through resolution.
- Walk non-technical customers through step-by-step fixes in plain language, typically resolving issues in a single contact.
- Use Python scripts and established diagnostic procedures to test hardware, identify product defects, and verify fixes before closing tickets.
- Reproduce reported issues, document root causes, and escalate complex cases to engineering with clear written detail.
- Maintain troubleshooting documentation and Zendesk macros, and train new team members on support workflow and ticket-handling standards.
- Monitor recurring issues and customer feedback trends, flagging product and process improvements to the team.

Sales Associate — Uniqlo, Costa Mesa, CA Jun 2022 – Mar 2023

- Resolved customer questions and service issues on the sales floor in a high-volume retail environment.
- Maintained accurate inventory records and coordinated with a team of 20+ associates on daily store operations.

PROJECT

Annex Training

- Analyzed performance data and coordinated project documentation and schedules for a client team.
- Expanded outreach to 2,243 accounts, generating 19 inquiries and 7 purchases through data-informed campaign execution.

EDUCATION

Bachelor of Science, Marketing

California State University, Long Beach