

JASON HUYNH

Technical Support & Client Onboarding | QA & Troubleshooting

Westminster, CA (Remote, Hybrid or On-site in OC/LA) · (714) 705-9950 · jasonhuynh310@gmail.com
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SUMMARY

Client-facing support professional with 4 years of experience, including 3+ years supporting customers of an AI-powered camera product. Managed Zendesk queues across live chat and email; walked non-technical users through setup and fixes in plain language; and partnered with engineering to reproduce, document and resolve issues. QA and Python testing background plus a marketing degree. Seeking roles in technical support, client onboarding and customer success.

SKILLS

Support & Onboarding: Zendesk (ticket triage, macros, queue management), live chat & email support, customer onboarding & training, de-escalation, customer retention

Technical: Hardware & connectivity diagnostics, bug reproduction, root-cause analysis, Python-assisted test scripts, escalation to engineering

Tools: Zendesk, Slack, Google Workspace, Microsoft 365, Excel, Claude, OpenClaw (AI agent automation)

EXPERIENCE

QA Analyst & Customer Support

Apr 2023 – Jun 2026

TRACE (AI-Powered Camera Company), Garden Grove, CA

- Resolved 15–20 technical support tickets daily via live chat and email, covering camera hardware, connectivity and video-upload issues.
- Guided non-technical customers through setup and troubleshooting step by step in plain language, typically resolving issues in a single contact.
- Consistently received positive customer feedback for clear, patient troubleshooting.
- Ran pre-shipment QA on batches of 20+ cameras, using Python test scripts to score each unit and tracking results in Google Sheets to determine which units passed for shipment to customers.
- Troubleshoot failing units to diagnose faults such as undetected camera modules, board issues and battery problems, then documented findings and handed units off to the repair team.
- Reproduced customer-reported problems hands-on to pinpoint root causes, escalated complex cases to engineering with clear written reports, and verified fixes on hardware before closing tickets.
- Built and maintained troubleshooting documentation and Zendesk macros; trained new team members on support workflows and ticket-handling standards.
- Monitored recurring issues and customer feedback trends, flagging product and process improvements to the team.

Sales Associate

Jun 2022 – Mar 2023

Uniqlo, Costa Mesa, CA

- Assisted customers and resolved service issues in a high-volume retail environment.
- Maintained accurate inventory records and coordinated daily store operations with a team of 20+ associates.

PROJECT

Client Marketing Project: Annex Training Center (Long Beach gym)

CSULB

- Collaborated in a student team for several months to modernize a real gym's outdated website and social media.
- Team's data-informed outreach to 2,243 accounts generated 19 inquiries and 7 purchases for the client.

EDUCATION

Bachelor of Science, Marketing · California State University, Long Beach