



# TRẦN BÌNH BEN

## Technical Support Engineer

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🌐 <https://BenBinhTran.github.io/TSE>

🌐 <https://PhoenixFlix.vercel.app>

🌐 <https://github.com/PhoenixWeaver>

📍 Ho Chi Minh City, Vietnam

### Education

#### Philosophy (PhD), Electrical & Computer Engineering

2010 – Incomplete

Brigham Young University | Provo, UT

#### Master of Science (MS), Electrical Engineering

2008 – 2010

University of Arkansas | Fayetteville, AR

#### Bachelor of Science, Electrical Engineering, Mathematics

2004 – 2008

University of Arkansas | Fayetteville, AR

### AWARDS & SCHOLARSHIPS

- PhD Fellowship - BYU
- MTT-S IEEE Scholarship
- Research Grant - Honors College
- FIES Academic Scholarship
- MLK Academic Scholarship

### SUMMARY & OBJECTIVE

Ph.D.-level Electrical and Computer Engineer with over **20 years** of academic and professional experience in the United States. Currently specializing in high-performance Web Development, leveraging **Root Cause Analysis (RCA)** and engineering discipline from Tier-1 organizations (Raytheon, AutoZone) to deliver secure, optimized WordPress and Full-stack solutions. Proven ability to bridge core engineering logic with modern software systems to ensure enterprise-grade reliability, security, and performance.

**Languages:** English (**Professional-level proficiency**) – 20 years of residency, higher education, and professional work in the USA.

### CORE COMPETENCIES

#### Software & Web Engineering

- Frontend: HTML5/CSS3, Vanilla JS (ES6+), Core Web Vitals Optimization.
- CMS: "WordPress-ready" architecture, Custom Theme/Plugin logic, PHP fundamentals.
- Backend: Dual Database Architecture (PostgreSQL), API Integration (YouTube, TMDB, Financial).
- Security: WebAuthn (Passkeys), JWT, Database Failover (Read Fallback).

#### Engineering & Systems Logic

- Analysis: Root Cause Analysis (RCA), Failure Analysis, Statistical Process Control (SPC).
- Operations: Team Leadership, KPI Tracking & Reporting, Workflow Optimization.
- RF Systems: Phased Array Antennas, Radome Design, Satellite Communication (SATCOM).
- Tools: Ansys HFSS, MATLAB, LabVIEW, Git, Deployment Pipelines.

### Work experience

#### Shift Lead / Sales Manager

2018 – 2020

AutoZone Inc. | USA

**Operational Leadership:** Managed-on-duty for store operations, opening/closing, and personnel supervision.

**B2B Account Management:** Managed Commercial/Hub departments ensuring timely fulfillment for corporate accounts.

**Team Performance:** Supervised a team of 6+, providing coaching to exceed sales and service targets.

**Financial Oversight:** Monitored cash flow, managed deposits, and optimized inventory processes.

**Risk & Safety:** Enforced strict loss prevention and PPE policies for a zero-incident environment.

#### Quality Control & Assurance Specialist

2022 – 2023

Black Diamond & Kizik | USA

**Testing & Analysis:** Developed engineering models to evaluate raw materials and finished goods.

**Statistical Data Analysis:** Conducted rigorous testing for product strength and stress scenarios.

- ICT Outstanding Award
- Poster Stone Coop Scholarship

## HONORS

- National Recognition Awards - Honors College
- Dean's List & Chancellor's List - UARK
- Ambassador of Good Will - AR State Governor
- Honor Society (Gamma Beta Phi)
- National Society of Collegiate Scholars (NSCS)
- Honor Society for Electrical Engineering (HKN)

## Activities

### Presenter, Teacher, Mentor 2005 - 2010

#### International Culture Team

*The International Culture Team (ICT) is a dynamic team of students and scholars that are eager to share about their culture or a culture they have lived in. ICT's goals are to bring the world to our campus and community; break stereotypes; put not well known countries on the map; and develop a community that seeks to learn from each other.*

### Mentor, Coordinator 2007 - 2010

#### Cross Culture Mentor

*CCM is a student leader who volunteers to assist new international students in adjusting academically, culturally and socially to the USA and the U of A. CCM will assist in educating new students about campus and community life, provide a connection to the University, and be able to answer many of the questions new students may have upon arrival and during their first semester in the U.S. CCMs also assist new students facing difficulties with communication, social relationships, academic expectations, and general cultural changes.*

### Outreach Committee Chair 2009 - 2009

#### NWA American Red Cross

*From blazes and blizzards to floods and fires, the Arkansas Red Cross fulfills the American Red Cross mission to prevent and alleviate human suffering in the face of emergencies. For over 100 years, the Arkansas Red Cross has provided comfort, care and necessities to those affected by disaster.*

### Student council member 2010 - 2010

#### Graduate Student Society (BYU-GSS)

*The GSS is proud to represent the graduate students of BYU. Our mission is to enrich the graduate student culture, enhance the BYU graduate student campus-wide voice, and encourage the presentation of scholarly and creative work.*

**Engineering Fixture Development:** Fabricated custom fixtures to improve production monitoring efficiency.

**Root Cause Investigations:** Facilitated technical investigations into material and design variances.

**QMS Management:** Maintained Quality Management Systems (QMS) ensuring audit-ready documentation.

## Customer Service Partner Specialist

2024 - 2026

Concentrix and FedEx | Ho Chi Minh City, Vietnam

**B2B Account Management:** Primary contact for property owners, advising on platform tools and account optimization.

**Technical Triage & Escalation:** Identified platform bugs and routed complex system issues to the **IT Engineering department**.

**Financial Inquiry Coordination:** Facilitated resolution of payment/billing discrepancies with the **Credit Control team**.

**Cross-Functional Liaison:** Coordinated between property owners and guest agents to resolve high-priority disputes.

**Incident Documentation:** Utilized **ServiceNow** to record and classify incident lifecycles for audit readiness.

## RESEARCH & ENGINEERING PROJECT EXPERIENCE

### Research Assistant | Brigham Young University / Linear Signal Inc.

2010 - 2014

#### SATCOM - RAYTHEON

- Satellite Communication Antenna Array: Led the end-to-end design, HFSS simulation, and fabrication of a broadband, high-efficiency dielectric resonator antenna (DRA) array for satellite communications. Achieved a 10% improvement in aperture efficiency over existing models.
- Radome Material Characterization (Raytheon Inc. Sponsored): Developed and validated an electrodynamic model for characterizing low-loss materials at microwave frequencies and high temperatures, owning the testing process to provide critical performance data for radome design.
- Active Steerable Antenna Array: Designed and optimized an active, electronically steerable antenna array, including the development of dual RHCP/LHCP circular polarization capabilities for enhanced satellite link.

### Research Assistant | University of Arkansas

2005 - 2010

#### MOLICS LAB

- Microwave Imaging for Object Detection: Applied advanced microwave imaging methods for non-contact object detection and characterized novel materials for creating tissue-mimicking phantoms used in system validation.
- RF Device Fabrication & Testing: Gained extensive hands-on experience in the fabrication and testing of various RF devices and components within a laboratory setting, adhering to strict safety and operational protocols.

## PUBLICATIONS

2014 "High Efficiency Dielectric Resonator Antenna Array Feeds for Satellite Communications," *IEEE Transactions on Antennas & Propagation* (Communication Section).

2013 "Broadband, High Efficiency Dielectric Resonator Antenna for Satellite Communications," *IEEE APS-URSI Symposium*.