



# TRẦN BÌNH BEN

## Customer Success Specialist

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<https://BenBinhTran.github.io/CSS>

<https://github.com/PhoenixWeaver>

Ho Chi Minh City, Vietnam

### Education

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

2010 - Incomplete

Brigham Young University | Provo, UT  
Radar and Satellite Communications

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

2008 - 2010

University of Arkansas | Fayetteville, AR  
Microwave Imaging for Object Detection

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

2004 - 2008

University of Arkansas | Fayetteville, AR  
Honors College - Dean's List - TA - RA

### AWARDS & SCHOLARSHIPS

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

### SUMMARY & OBJECTIVE

Ph.D.-level Electrical and Computer Engineer with over 20 years of residency in the United States. Leveraging deep technical logic and **Root Cause Analysis (RCA)** to deliver high-tier Customer Success for global SaaS and E-commerce platforms. Currently completing a **remote technical project** focused on the **Shopify and Klaviyo** ecosystems, delivering automated customer journeys and technical integrations. Proven track record of managing B2B accounts, resolving complex system bugs, and educating global users to maximize product value.

### CORE COMPETENCIES

**E-commerce Proficiency:** Hands-on experience with **Shopify** store setup, data triggers, and product organization.

**Customer Success & Support:** Expert in B2B account management, SLA-driven triage, and de-escalating critical customer disputes.

**Technical Triage:** Specialist in identifying platform bugs, documenting incident lifecycles in **ServiceNow**, and routing cases to IT Engineering.

**Communication:** Native-equivalent English proficiency (20 years US residency) focused on empathetic education and building cross-functional relationships.

**SaaS & Web Systems Logic:** Trained in modern frontend systems (REST APIs, JavaScript ES6+) to effectively bridge complex engineering logic with software-based customer support.

### E-commerce Project Experience

**Shopify Environment Management:** Built and managed a live Shopify environment to test data triggers and product organization for high-ticket US outdoor furniture.

**SaaS Integration:** Integrated **Klaviyo** with Shopify, syncing "Viewed Product" and "Newsletter" metrics to power automated retention loops.

**Customer Education Strategy:** Designed technical documentation (Guides/Cheat Sheets) to help users and stakeholders understand product features and benefits.

**Technical Optimization:** Applied 12-column grid systems and Auto-Layout in **Figma** to ensure responsive, user-centric designs.

### Work experience

#### Customer Service Partner Specialist

2024 - 2026

Concentrix and FedEx | Ho Chi Minh City, Vietnam

**B2B Support:** Served as the primary technical contact for property owners, advising on platform optimization and account management.

**Technical Escalation:** Identified system bugs and utilized **ServiceNow** to document and route complex issues to IT Engineering for resolution.

**Conflict Resolution:** Coordinated between owners and agents to resolve high-priority disputes, ensuring a positive brand reputation and zero negative feedback.

**Financial Liaison:** Facilitated the resolution of billing and payment discrepancies with the Credit Control team.

- 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.*

**Quality Control & Assurance Specialist**

2022 - 2023

Black Diamond & Kizik | USA

**Root Cause Investigation:** Led technical investigations into product variances, ensuring all customer-facing goods met strict quality standards.

**Data-Driven Support:** Conducted rigorous stress testing and statistical analysis to validate product strength and durability

**Shift Lead / Sales Manager**

2018 - 2020

AutoZone Inc. | USA

**Customer Resolution:** Leveraged technical knowledge and diagnostic tools (ZNET) to resolve complex customer concerns and mechanical inquiries.

**B2B Fulfillment:** Managed corporate accounts, ensuring timely fulfillment and high satisfaction for B2B partners.

**Training & Mentorship:** Supervised and coached a team of 6+, focusing on service excellence and effective technical communication with customers.

## 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*.