Jason Zamora

Support Engineer

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Top 3 reasons to consider for candidacy:

1. An adept agent skilled in both technical support and web development
2. After integrating the product into my projects, I'm enthusiastic about supporting and advocating for it.
3. Product Analytics Micro-Certified
   https://drive.google.com/file/d/1eQ1wrt9ozFrxCjpAPFaljyMtapC2hMG_/view

Support Specialist with 10+ years of experience providing technical assistance and troubleshooting solutions in SaaS, e-commerce, and telecommunications industries. Proven ability to resolve complex customer issues, collaborate with cross-functional teams, and drive customer satisfaction. Skilled in web development and a passion for continuous learning.

I prepared a short demo: **mixpanel-button-demo.vercel.app**

Employment Gap Explanation:

During my recent employment gap, I have devoted significant time to advancing my skills in web development technologies and techniques. I am also actively contributing volunteer work to an educational platform as a front end developer. Additionally, I engaged in online courses and hands-on projects to stay updated with the latest industry trends. This period of self-improvement demonstrates my commitment to personal and professional growth, making me an even more valuable asset in providing effective solutions to customer challenges.

Authorized to work in the US for any employer

Work Experience

Frontend Developer (Volunteer)

Da-Vinci-Renaissance (pre-deployment)

September 2023 to Current

Regular contribution to this online learning platform project aimed at achieving deployment by January. Notably, I've established the foundational frontend folder architecture and made

key technology decisions. I've been actively engaged with Next.js, Tailwind, and Storybook in this endeavor.

Big Commerce Technical Support Specialist

Big Commerce - Austin, TX

November 2021 to April 2022

In this role, I provided technical assistance to merchants to the Big Commerce e-commerce platform, offering support via phone and email. Key responsibility include:

• Guiding merchants through on-boarding, general setup, and integration of various third-party APIs. These API's encompassed shipping solutions (FedEx, USPS, Shipper HQ, etc.), accounting solutions(Quick Books), tax preparations (Tax Jar, Ultra Tax), and payment gateway solutions (Stripe, Square, Clover, etc.).

• Conducting minor troubleshooting of merchants' customized HTML/CSS, collaborating with the platform's proprietary Page Builder theme builder utility.

• Tracking and documenting issues and workarounds using the JIRA ticketing system.

• Assisting merchants with domain and SSL certificate issues, include customization and DNS management. By effectively addressing technical concerns and providing comprehensive support, I played a crucial role in ensuring merchants' success and satisfaction on the Big Commerce platform.

Business Class Technical Support

Spectrum Communications - Austin, TX

May 2018 to June 2021

• Provided technical support for phone, high-speed internet, and cable services, leveraging integrated software systems and databases.

• Troubleshot coaxial/digital modem equipment, managed provisioning, and facilitated porting of telephone numbers.

• Ensured uninterrupted high-speed internet connectivity, addressing issues with email setup, domain registration, static IP addresses, and networking solutions.

• Coordinated dispatch of repair technicians for on-site assistance when issues could not be resolved over the phone.

FedEx Server/ Web Services Technical Support

Harte-Hanks - Austin, TX

January 2016 to December 2018

• Supported high volume shippers in setting up and maintaining integrated FedEx server systems.

• Conducted networking diagnostics, generated reports, and performed proactive server configuration.

• Monitored incoming/outgoing FedEx server transactions for smooth operations.

• Reviewed customer-provided SOAP requests against the FedEx API to ensure compliance and accuracy.

• Performed basic database manipulations to ensure accurate system information.

FedEx Ship Manager Software Technical Support

Harte-Hanks - Austin, TX

January 2015 to December 2016

• Validated customers' accounts and installed both standalone and host/client versions of FedEx software via remote desktops.

• Identified and resolved issues related to communications, network security, and printer setup, ensuring optimal system functionality.

• Developed an internal tool using HTML and JavaScript to automate a tedious process, improving efficiency.

• Created detailed documentation of troubleshooting processes and responsible for generating call trend reports.

Website Technical Support

Harte-Hanks - Austin, TX

January 2013 to December 2015

• Provided expert assistance in creating shipment labels, tracking packages, and managing customers' accounts through online billing systems to facilitate timely delivery.

• Meticulous attention to detail while managing shipment documentation, resulting in streamlined processes and minimized errors.

• Collaborated closely with cross-functional teams, addressing customer inquiries and when necessary, helped file claims.

FedEx Domestic Customer Service

Harte-Hanks - Austin, TX

January 2011 to December 2013

Assisted customers in scheduling of pickups, tracking, delivery information and when necessary filing of complains, delivery coordination with recipients, and general product knowledge.