Jason Zamora

Support Engineer

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Experienced Support Engineer with a decade of expertise in email, chat, and phone support, as well as a strong foundation in web development technologies. Proficient across diverse industries, I've demonstrated a commitment to continuous learning and engaging clients at any technical level. My technical support experience, coupled with my web development skills, position me as an ideal candidate for a support role. I'm eager to leverage this expertise to excel as a Support Engineer, contributing to both company and client success.

Employment Gap Explanation:

During my recent employment gap, I have devoted significant time to advancing my skills in web development technologies including various API's and SDK's. I am also an actively contributing volunteer working on an educational platform as a front end developer. Devoting my spare time to completing online courses and managing multiple projects showcases a proactive commitment to continuous learning and honing my proficiency. This period of career focused self-improvement has been aimed at making me an even more valuable asset in providing effective solutions to customer challenges.

I've prepared a short demo using the Mixpanel API: mixpanel-button-demo.vercel.app

I also went ahead and completed the Product Analytics Micro-Certification (*cert_p25rg19v*)

Work Experience

Front end Developer (Volunteer)

Da-Vinci-Renaissance Learning Platform(pre-deployment)

September 2023 to Current

• Regular contribution to this online learning platform project aimed at achieving first quarter deployment.

• Established the foundational front end architecture and made key technology decisions such as authentication processes, UI styling conventions and animation theming.

• Actively collaborate with stakeholders in weekly conference meetings.

• Worked on responsive UI implementation of client's Figma designs, user authentication, and updating documentation for on-boarding of future contributors

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 SaaS 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 Confluence, Salesforce, and the JIRA ticketing system. Also following up with merchants on any significant updates regarding their open tickets.

• 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 November 2021

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

• Troubleshooted 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 2017 to May 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 the tedious process of tracking number scheme search and validation, improving efficiency, saving minutes of unnecessary call flow quite time.

• 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.