

John Wesley Swafford

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<https://quantumstar.github.io/portfolio/index.html>

PROFESSIONAL SUMMARY

- Remote Customer Support professional with 5 years of experience in a technical capacity.
- Over 20 years of experience in the customer service field, and 35 years as a computer enthusiast.
- Strong critical thinking, technical troubleshooting, problem solving, proactive support, customer onboarding, and communication skills.

CORE PROFICIENCIES

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|---|---------------------------------|-------------------------------------|
| - <i>Technical Troubleshooting</i> | - <i>B2B Account Management</i> | - <i>Full Stack Web Development</i> |
| - <i>Documentation / Help Desk Articles</i> | - <i>Customer Onboarding</i> | - <i>ZenDesk</i> |
| | | - <i>Python</i> |
| | | - <i>JavaScript</i> |

PROFESSIONAL EXPERIENCE

Customer Support Associate | Mixmax, San Francisco, CA 2018-2019

CRM SaaS provider

- Provided customer support for Mixmax, including troubleshooting and onboarding new customers.
- Assisted customers with setting up email campaigns and making decisions based on our analytics.
- Debugged, formatted, and edited customer HTML signatures and CSV files.
- Worked with our engineers to define and resolve bugs, as well as preemptively Beta testing new versions of our software.

Customer Support Associate | HackerRank, Palo Alto, CA 2014-2016

B2B SaaS provider focused on assisting companies with testing and hiring software engineers.

- Provided customers with on-boarding and technical support to assist them with testing potential hires..
- Worked closely with our engineers to implement new features and customer requested enhancements.
- Helped design our interview and on-boarding process for new agents at HackerRank.
- Worked directly on setting up our current support system using Desk.com and migrating over from ZenDesk.

Hardware Support / Applications Specialist | Milestone Technologies Inc, Chico, CA 2013-2014

Google subcontractor offering support for their Nexus mobile devices and Play Store applications.

- Worked with Milestone Technologies to offer technical support and refund assistance to Google Play users.
- Worked with Google's engineers to gather information on emerging bugs and drafted responses for impacted customers.
- Was recognized for being one of the top performing agents in our call center for number of calls taken with thousands of calls in my time with Milestone / Google.
- Trained in several areas, including order management and hardware tech support.