

# Timothy Tran

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## Core Competencies

- **Technical Troubleshooting & Root Cause Analysis:** Diagnosing and resolving complex hardware, software, and workflow issues to ensure platform reliability
- **Cross-Functional Collaboration:** Partnering with Product, Engineering, and Commercial teams to drive technical solutions and improve customer experience
- **Platform Lifecycle Support:** Supporting complex data platforms from development through commercial launch; ensuring consistent performance and high availability for all end-users
- **Client & Stakeholder Communication:** Translating complex technical details into clear, actionable insights for both technical and non-technical audiences
- **Training & Technical Enablement:** Designing and delivering onboarding programs and technical documentation to improve user adoption and technical proficiency

## Work Experience

**Singular Genomics** • San Diego, CA • 11/2020 - 2/2025

### Senior Research Associate / Engineer

- Spearheaded technical validation for **Early Access Clients**, designing and implementing testing frameworks that ensured product stability and performance ahead of market launch
- Served as the primary **technical liaison** between end-users and Engineering, providing hands-on support while translating user feedback into actionable feature requests and bug reports
- Developed and led a **user onboarding program**, creating documentation and hosting training sessions that reduced user error rates
- Acted as the subject matter expert during product demonstrations for marketing and commercial stakeholders, effectively communicating complex technical capabilities

### Research Associate II

- Provided hands-on **technical troubleshooting** for legacy and commercial platforms, ensuring high availability and preventing project delays for 5+ internal teams
- Collaborated with developers to optimize complex data management workflows and analysis pipelines, resulting in fewer false positives

### Research Associate

- Conducted deep-dive technical analysis on core platform components to identify opportunities for performance improvement, increasing data accuracy and operational efficiency
- Refined and documented critical data processing workflows, leading to a significant reduction in data error rates and overall improvement in output quality

**Crown Bioscience** • San Diego, CA • 09/2019 – 10/2020

**Research Associate**

- Analyzed and interpreted complex datasets, generating clear and actionable technical reports for cross-functional stakeholders
- Managed independent research projects, coordinating across internal teams to meet deadlines and project goals

**Mosaic Laboratories** • Lake Forest, CA • 01/2018 – 08/2019

**Logistics Technician**

- Managed scheduling and communications for key client accounts to ensure timely project delivery

## Education

**Bachelor of Science in Human Biology**

University of California, San Diego

## Certifications

Google Analytics, Google Skillshop – December 2025