

## Github/Portfolio

[Github](#)

[Portfolio - Website](#)

## SKILLS

### Programming

- HTML
- CSS
- Javascript
- Typescript
- PostgreSQL
- React
- Node.js
- Express
- Git

### Tools & Platforms

- Slack
- Linear
- Notion
- Zendesk
- Microsoft 365
- Google Workspace
- Asana
- Zoom

### Customer Experience

- Technical Troubleshooting
- Escalation Handling
- Knowledge Base Creation
- Remote Support
- Ticketing Systems

## EDUCATION

### Certified Software Engineer

[General Assembly](#)


- Graduate of Software Engineering Immersive Program


### Bachelor of Arts

[University of Indiana Bloomington](#)

- Major: Classical Studies Art & Archaeology
- Minor: Art History

## CONTACT

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# James Gray

## Professional Summary

Detail-oriented Support Engineer with 8+ years of experience - most of it remote - in fast-paced startup environments, blending deep technical acumen with a strong foundation in customer experience. Proven track record in diagnosing and resolving complex issues, managing support channels, and driving improvements in product usability and support operations. Skilled at translating customer feedback into actionable insights and collaborating closely with engineering teams to enhance product stability and user satisfaction. Experienced in building scalable support systems, writing internal documentation, and mentoring team members. Looking to continue growing in a technical support role with room for engineering development and impact.

## EXPERIENCE

2022 - 2025 **Weekend Health, Inc. -> WeightWatchers**

### Support Engineer

- Built full-stack features using TypeScript for our in-house operations platform used by all internal staff, as well as for our customer-facing public app, Sequence.
- Run Technical Support for a company-wide slack channel where all 800 internal users would send their technical issues and questions for answers and resolution.
- Coordinate with Product Managers and Team Leads to address urgent issues affecting customers using the WeightWatchers app.

### Customer Experience Specialist

- Correspond with customers through Zendesk email. Account issues, sign up issues, general questions about the Sequence program and escalations to member Care Coordinators.
- Listen and transcribe voicemails left by insurance companies, pharmacies and customers alike to the corresponding customer account for their Care Team to follow up with.

2017 - 2022 **Eaze Technologies, Inc.**

### Technical Writer

- Technical writing by researching, creating, publishing, and maintaining informative and instructive articles for both customers and employees.
- Knowledgebase oversight as an author and content manager. Creating both a customer facing help center as well as internal training guidebooks.

### Quality Improvement Specialist

- Quality Improvement by managing and coaching Tier 1 agents work as a Tier 2 specialist.
- Handle escalations that Tier 1 agents could not resolve.
- Cross collaborate across other teams and departments to find resolutions to problems that are greater than a single customer.

### Customer Experience Specialist

- Frontline customer service via emails and chats using Zendesk and in house software.
- Respond to social media inquiries, and triage common complaints and issues with the platform.