Jason Persinger

TECHNICAL SUPPORT & AI PRODUCTS

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CORE COMPETENCIES

Technical Support · Root Cause Analysis

Escalation Mgmt · SaaS Platforms

API Troubleshooting

Knowledge Base Dev · Technical Docs

User Empathy · Change Management

Cross-Functional Collab

Process Improvement · Salesforce & JIRA

TECHNICAL SKILLS

LLM Applications & AI Products

Linux / Command Line

Bash Scripting

Git & Version Control

SSO / SAML / OAuth

SQL (Basic)

Python (Basic)

JavaScript (Basic)

Networking Fundamentals

EDUCATION

B.S. English Literature
Radford University, VA · 2011

Google IT Support
Professional Certificate

Technical product support specialist with 5+ years resolving complex software issues, debugging enterprise workflows, and delivering high-touch support across diverse user personas. Proven ability to operate in fast-paced, ambiguous environments with strong user empathy and clear written communication. Experienced in building knowledge bases, training resources, and support processes that scale. Deeply curious about AI products, energized by tracking down root causes and improving the user experience at every layer.

Professional Experience

Owner & Operator
2025 – Present

· **Pixel Patcher**

Roanoke, VA · Mobile PC Repair & IT Consulting

▸ Founded and operate a mobile PC repair and IT consulting business serving residential and small business clients, managing all aspects of service delivery, client acquisition, scheduling, and business development

▸ Build and maintain long-term client relationships through high-touch, in-home support, adapting communication to each client's technical proficiency and identifying proactive solutions beyond the immediate issue

▸ Develop service offerings, pricing strategy, and operational processes from the ground up, continuously iterating based on client feedback and evolving market demand

▸ Scope technology needs for small business clients, delivering tailored recommendations across hardware, software, security, and workflow optimization

▸ Provide end-user education and consulting sessions that drive client self-sufficiency, reduce repeat issues, and build lasting trust

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Software Support Analyst
Jan 2023 – Present

· **AbsenceSoft**

Denver, CO

▸ Investigate and resolve complex support cases for enterprise leave management software, performing root cause analysis on system workflows, configuration issues, and integration failures across diverse client environments

▸ Provide high-touch, empathetic support to HR administrators, executives, and end users, adapting communication style to technical proficiency and urgency level

▸ Create comprehensive technical documentation including user guides, troubleshooting runbooks, and workflow diagrams that reduce repeat contacts and accelerate onboarding

▸ Partner with engineering and product teams to diagnose, escalate, and resolve user issues via Salesforce and JIRA, consistently meeting SLA targets

▸ Identify patterns in support cases to proactively recommend process improvements and product enhancements, driving down contact rates and increasing satisfaction

▸ Scope team knowledge gaps and build scalable training resources that grow with evolving product features

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Support Team Lead
Jul 2021 – Dec 2022

· **Binance.US**

- Led and coached a team of support specialists handling escalated and high-urgency cases on a complex cryptocurrency platform, driving measurable improvements in CSAT and resolution time
- Designed and delivered comprehensive onboarding and ongoing technical training programs, including compliance training tailored to varied learning styles and proficiency levels
- Served as change management champion during platform updates and policy changes, communicating business objectives clearly and gaining stakeholder alignment across teams
- Built the foundational knowledge base and support resources that became the organization's primary onboarding and reference tool, systematically closing knowledge gaps
- Managed on-call responsibilities for high-urgency user issues with extreme ownership and rapid context-switching

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Implementation Project Manager   *Dec 2019 – Jun 2021*

· PowerSchool

Roanoke, VA

- Led end-to-end software implementation projects for K-12 school districts, including needs assessment, configuration, training delivery, and post-implementation support
- Troubleshot integration and configuration issues across complex SaaS environments, partnering with engineering teams to resolve technical blockers for clients
- Conducted user training for diverse audiences including administrators, teachers, and support staff, adapting to technical comfort level and organizational context
- Managed multiple concurrent implementations in dynamic, shifting-priority environments, demonstrating the ability to prioritize critically and adapt quickly
- Developed customized support and training solutions aligned with client goals, evaluating outcomes and iterating on approach to improve satisfaction