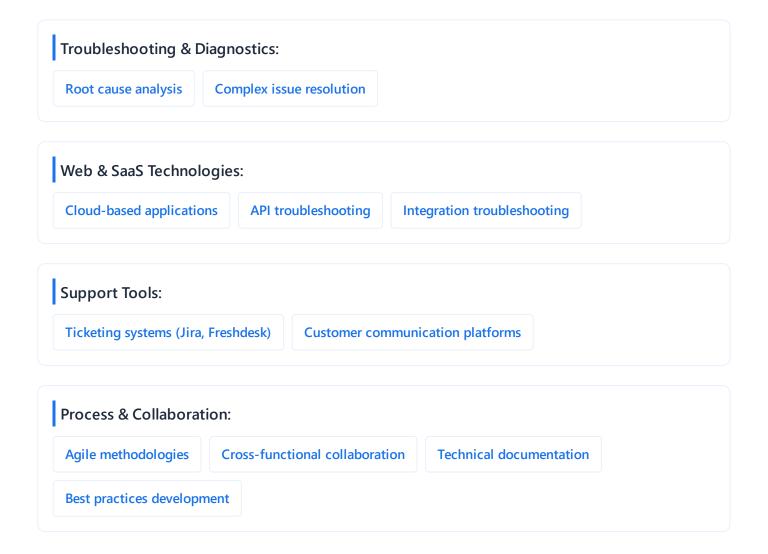# Khamla Phimmachack

Chattanooga, TN | khamla719@gmail.com | (423) 777-0639 | Github: github.com/khamla719

Customer-centric Support Engineer with 4+ years of experience in B2B SaaS environments. Skilled in diagnosing, troubleshooting, and resolving complex technical issues involving APIs, cloud-based applications, and integrations. Adept at using ticketing systems and collaborating with cross-functional teams to enhance product stability, maintain detailed documentation, and build effective knowledge base resources.

Technical Skills

Troubleshooting & Diagnostics:

Root cause analysis   Complex issue resolution

Web & SaaS Technologies:

Cloud-based applications   API troubleshooting   Integration troubleshooting

Support Tools:

Ticketing systems (Jira, Freshdesk)   Customer communication platforms

Process & Collaboration:

Agile methodologies   Cross-functional collaboration   Technical documentation

Best practices development

> **Additional Tools:**
>
> AI tools (Cursor AI, Claude Sonnet 3.7)   Enhanced problem-solving

Professional Experience

Technical Support Engineer

Skuid Inc.

Chattanooga, TN

December 2016 - March 2021

- Acted as a key point of contact for customers facing technical challenges with a SaaS platform, primarily addressing issues involving Salesforce configuration, business applications, and integrations.
- Diagnosed, troubleshot, and resolved escalated technical issues in accordance with SLAs.
- Collaborated with Engineering and Product teams to escalate and resolve complex issues, contributing to ongoing product improvements.
- Maintained comprehensive documentation of support cases, technical solutions, and best practices in the knowledge base.
- Conducted training sessions to help customers better adopt and utilize the platform.

Service Technician

Tesla

Chattanooga, TN

November 2024 - Present

- Executed advanced diagnostic procedures on complex systems, working closely with cross-functional teams to identify and resolve technical challenges.
- Provided actionable feedback to engineering teams, supporting continuous product and process improvements.
- Documented service procedures and customer interactions to enhance support workflows and internal knowledge sharing.

Appeals Coordinator

Hawaii Western Management Group

Honolulu, HI

June 2013 - July 2014

- Coordinated with multiple departments to resolve customer issues and ensure effective communication.
- Documented processes and collaborated with leadership to implement service delivery enhancements.

Quality Examiner / Customer Service Representative

Chattanooga, TN

April 2007 - December 2011

- Monitored and evaluated customer interactions to ensure adherence to quality standards and identify process improvements.

- Worked with management to develop strategies that increased customer satisfaction and streamlined support processes.

Education

Web Development Bootcamp Graduate

Dev Bootcamp

San Francisco, CA

January 2015 – June 2015

- Intensive 20-week program covering full-stack web development (HTML/CSS, JavaScript, Ruby on Rails, SQL).

- Emphasized Agile methodologies, test-driven development, and collaborative project work.

Projects & Additional Experience

Bootcamp Projects

- Developed and deployed web applications featuring RESTful API integrations and responsive design.

Collaboration & Continuous Learning

- Engaged in pair programming, unit testing, and actively used AI tools (Cursor AI, Claude Sonnet 3.7) to enhance technical problem-solving skills.