

# Kenny Quach

## Help Desk Technician

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## Work Experience

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### Application Engineer (Self-Employed)

ValidateLens | New York, NY | Aug 2024 - Dec 2025

- Started, launched, and supported an early-stage web/mobile application startup
- Provided end-user technical support for account, access, and app issues, handling incoming support requests
- Managed deployments, monitoring, and basic system maintenance to maintain 99% uptime

### Lead Frontend Engineer

Rue 21 | Remote | Feb 2024 - May 2024

- Supported internal users by troubleshooting inventory and reporting tools
- Resolved performance and usability issues, reducing application load times by 25%
- Assisted with system migration, improving infrastructure management
- Revamped and contributed to documentation, reducing resolution time for recurring issues

### Application Support Engineer

Once Upon a Time Hospitality | New York, NY | Dec 2022 - Dec 2023

- Provided technical support for 20+ client-facing websites and internal systems
- Resolved deployment and environment issues, reducing downtime by over 20%
- Migrated internal CMS, while maintaining service availability

### Software Engineer

Quadency | New York, NY | Feb 2021 - Dec 2022

- Supported live production systems with thousands of active users
- Responded to user account issues, helping maintain platform stability for end-users
- Diagnosed UI, API, and data issues to optimize user experience
- Collaborated cross-functionally to resolve escalated technical problems
- Introduced and integrated Jira ticketing system into developer workflow for efficient incident management

### Software Engineer

Summitworks Technologies | South Plainfield, NJ | Jun 2019 - Dec 2020

- Supported enterprise integrations involving SAP technologies
- Troubleshoot data synchronization and authentication issues, reducing bugs by over 30%
- Integrated automation of scheduled tasks, saving developer time

### Software Engineer (Intern/Full-Time)

Crane AI | New York, NY | May 2018 - Jun 2019

- Built authentication flows for React and React Native apps
- Diagnosed and resolved UI and stability issues and improving overall application reliability

## Education

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Rutgers University | Newark, NJ | Aug 2012 - May 2017

B.S in Supply Chain Management