

# Paul Cohen-Tannugi

Multilingual IT Support Professional | Driving Solutions with Empathy & Technical Expertise

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Burnaby, BC, Canada



## SUMMARY

**Trilingual Technical Support Specialist & Full-Stack Developer** with 4+ years resolving complex, high-pressure escalations in English, French, and Japanese. Proven track record in workflow automation, KPI-driven improvements, and cross-team collaboration that enhance user experiences. Passionate about building human-centered tools and processes that make technology feel effortless for the people who use it.

## KEY ACHIEVEMENTS

### Complex Escalation Management

Managed 50+ complex legal and GDPR-sensitive escalations annually, ensuring compliance and delivering clear, empathetic resolutions under pressure.

### Data-Driven Performance Insights

Designed and launched internal dashboards to track KPIs and uncover actionable insights, enabling data-driven improvements in team performance and support processes.

### Consistent High Customer Satisfaction

Maintained a consistent customer satisfaction score above 80%, reflecting dedication to high-quality, customer-focused technical support across multiple languages and channels.

## LANGUAGES

English (Native)

French (Native)

Japanese (Native)

Dutch (Intermediate)

## SKILLS

### Tech & Tools:

Zendesk (Admin & Explore), JIRA, Odoo, CRM platforms, HTML/CSS, JavaScript, React, Node.js, Ruby on Rails, PostgreSQL, REST APIs, GraphQL, Bootstrap, Git/GitHub, Google Workspace, Microsoft 365, FlowEQ, Figma, FigJam, AI tools (incl. LLMs), Local Network Setup & Configuration

### Support & Communication:

Escalation Management (legal & GDPR-sensitive), Live Chat, Phone & Email Support, Root Cause Analysis & KPI Tracking, Empathetic & Multilingual Communication (English, French, Japanese), Service Documentation & Non-Violent Communication

### Collaboration & Systems:

CI/CD & Agile Workflows, Cross-Functional Teamwork & Training, Workflow Automation & Process Improvement, Customer-Focused Mindset

## EXPERIENCE

### Technical Support Agent (Tier 2)

Amsterdam, Netherlands

Fairphone

11/2020 - 08/2025

- Served as primary contact for **complex escalations**, including **legal and GDPR-sensitive cases**, balancing **compliance** with **empathetic communication**.
- Delivered **bilingual (English/French) support** via email, phone, and live chat, consistently maintaining **CSAT scores above 80%** in high-stress situations.
- Coordinated with **logistics and QA teams** to support **critical product launches**, ensuring seamless service continuity and timely communication.
- Automated **ticket workflows** using **Zendesk triggers, FlowEQ, and AI tools**, reducing **resolution time by 50%** while maintaining quality.
- Built and maintained **dashboards with Zendesk Explore** to monitor **KPIs**, empowering leadership with **data-driven insights**.
- Authored clear **technical documentation and public FAQs**, improving knowledge sharing for users and support staff.
- Led **onboarding and training sessions** for 20+ team members, boosting **technical support capabilities** and **customer service quality**.

### Project manager

Amsterdam, Netherlands

Cascoland

08/2020 - 06/2021

- Managed innovative oil upcycling project from concept to production and sale of 2,000+ candles
- Navigated logistical challenges and tight deadlines during community-driven projects, ensuring smooth coordination across volunteers, suppliers, and public venues
- Led 10+ volunteers in workshop series and installed 4 collection points, recycling 100+ liters of oil

## EXPERIENCE

### Waste Management Intern

Amsterdam, Netherlands

Mediamatic

10/2019 - 03/2020

- Coordinated sustainability programs, diverting 300-400 kg of food waste monthly
- Applied problem-solving and process optimization to improve daily operations, learning to balance sustainability goals with real-world constraints
- Engaged in diverse roles from introduction to maintenance to demonstrate adaptability

### Theatre technician

Surrey, BC, Canada

City of Surrey Arts Centre

04/2018 - 08/2019

- Collaborated cross-functionally to deliver 20+ productions annually, gaining skills in teamwork, communication, and versatility
- Maintained composure and focus during live performances and technical malfunctions, collaborating in real-time to solve problems under pressure
- Developed versatility and adaptability through roles in theatre productions, events, and venues

## PROJECTS

### Bitcoin Journey

07/2025

<https://github.com/paucotan/bitcoin-journey>

Amsterdam, Netherlands

Educational web app teaching users about money, inflation, and Bitcoin through interactive stories and real-world examples. Features a hyperinflation calculator, historical timelines, and a guided tutorial section from beginner to advanced concepts.

- Led frontend React development focused on educational UI/UX design.
- *React, JavaScript, HTML/CSS*

### Fern Finance

06/2025

<https://github.com/paucotan/fern-finance>

Amsterdam, Netherlands

Personal finance app that adapts to a user's spending patterns, transforming raw transaction data into clear, categorized insights. Designed to help users move from reactive spending to intentional financial choices through automatic expense tracking and personalized summaries.

- *Python, Flask, SQLite, HTML/CSS*

### Dealhuntr

03/2025 - 03/2025

<https://github.com/paucotan/dealhuntr>

Amsterdam, Netherlands

Grocery deal aggregator web app built in two weeks with a team of three. Implemented user authentication, RESTful controllers, and a PostgreSQL database to simulate real-time grocery deals and enable product comparison.

- Shipped a prototype in 2 weeks with a team of 3; led development coordination and demo presentation
- *Ruby on Rails, JavaScript, Bootstrap, PostgreSQL, Devise Auth, Active Record*

## EDUCATION

### Full Stack Web Development Bootcamp

Amsterdam, Netherlands

Le Wagon

01/2025 - 03/2025

- Built full-stack web apps with Rails, JS, HTML/CSS, PostgreSQL
- Focus on real-world project development, team collaboration, and agile workflows

### AI for Business and Data Analytics Certificate

Amsterdam, Netherlands

Growth tribe

01/2024 - 04/2024

- Learned AI fundamentals, ChatGPT prompt engineering, and practical applications for content generation, design, and productivity. Gained hands-on skills to drive data-informed decision-making using AI tools.

### Bachelor of arts

Vancouver, British Columbia, Canada

Simon Fraser University

01/2012 - 06/2017

- Specialized in **Theatre Production and Design** with hands-on experience in lighting design, set design and stage management for graduate dance and theatre productions.
- Managed complex **technical setups**, including **local network configuration** to support production communication and coordination.
- Developed strong **problem-solving** and **collaboration skills** by coordinating live events and managing technical challenges under pressure.

## INTERESTS

Permaculture & Systems design | Building apps & UI/UX design | Biomimicry & nature-inspired innovation | Zero-waste & circular economy | Bitcoin & decentralized technologies