

# BENJAMIN HOANG

Technical Support Engineer

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## SUMMARY

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Technical Support Engineer with 4+ years in SaaS, specializing in debugging, log analysis, and issue reproduction across web applications. Sustained ~90% CSAT handling ~50 tickets/week while using Chrome DevTools network tab and Sentry to resolve complex bugs. Built internal tooling in JavaScript to automate support workflows. Proven collaborator with Engineering, QA, and Product by translating customer-facing friction into actionable technical tickets.

## TECHNICAL SKILLS

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**Debugging & APIs:** Chrome DevTools (Console/Network), Sentry, REST APIs, HTTP methods (GET/POST), JSON, API request/response debugging

**Scripting & Data:** Python (CLI utilities), SQLite/CSV export, JavaScript/HTML, log analysis, data extraction and manipulation

**Platforms & Tools:** Jira, Front, GitHub, VS Code, Figma, Notion, Markdown

**Documentation:** Technical writing, help center articles, process documentation, knowledge base management

## PROJECTS

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**Python CLI Projects** | Personal Project 2025 – Present

- Built a command-line API client ([agify.io](http://agify.io)) with retry logic, SQLite, and CSV export pipeline, and a CSV expense analyzer with category stats.

**Internal API Tooling** | Axure Software Solutions

- Designed and shipped a JavaScript plugin that queried the Sentry API via authenticated HTTP requests to surface stack trace context directly inside Front support tickets
- Adopted by support team and reduced ticket triage time by 3-5 minutes

## PROFESSIONAL EXPERIENCE

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**Product Support Specialist** | Axure Software Solutions Apr 2021 – Apr 2025

*Remote · UX prototyping platform serving designers, PMs, and developers globally*

- Resolved ~50 tickets/week across email and live calls, sustaining ~90% CSAT while diagnosing complex prototype logic failures, browser conflicts, and cross-platform prototype issues.
- Debugged responses using Chrome DevTools Network tab and Sentry by analyzing HTTP methods, JSON payloads, status codes, and error traces to reproduce and document issues for Engineering.
- Authored and maintained 20+ user guides in Markdown (GitHub, VS Code), reducing repeat inquiries and improving self-service resolution for complex workflows.
- Filed structured Jira tickets with clear reproduction steps, log excerpts, and edge cases that Engineering and QA could act on immediately.
- Collaborated directly with Product, QA, and Engineering on pre-release testing, usability feedback, and bug prioritization.

## EDUCATION

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**B.S. Public Health Science · B.S. Psychology** | University of California, Irvine 2011 – 2015