

John Wesley Swafford

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<https://quantumstar.github.io/portfolio/index.html>

PROFESSIONAL SUMMARY

- Technical Customer Support professional with over 5 years of experience in a remote capacity.
- Over 10 years of experience in the technical support field, and 35 years as a computer enthusiast.
- Strong critical thinking, technical troubleshooting, problem solving, proactive support, customer onboarding, and communication skills.

CORE PROFICIENCIES

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|---|---------------------------------|--|
| - <i>Technical Troubleshooting</i> | - <i>B2B Account Management</i> | - <i>ZenDesk, Intercom, CRM Software</i> |
| - <i>Documentation / Help Desk Articles</i> | - <i>Customer Onboarding</i> | - <i>API Support</i> |

PROFESSIONAL EXPERIENCE

Founder and Technician | River City Tech Rescue, Sacramento, CA 2022-Present

In-home tech support provider

- Demonstrated expertise in troubleshooting hardware and software issues across diverse devices and operating systems.
 - Established a rapport with customers by effectively communicating technical information in a clear and friendly manner, ensuring a positive customer experience.
 - Managed multiple support tickets simultaneously, prioritizing tasks based on urgency and meeting service level agreements (SLAs).
 - Maintained detailed documentation of troubleshooting processes and solutions.
 - Demonstrated adaptability to new technologies and processes, along with a commitment to staying updated with industry trends and best practices.
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Customer Support Associate | Casetext, San Francisco, CA 2021-2022

Legal research platform

- Provided customers with on-boarding and technical support to assist them with their legal research.
- Worked closely with our engineers to track bugs and report data-quality issues related to our search results.
- Wrote several FAQs and help-center articles, including screenshots.
- Worked with my manager to track customer interaction drivers to present this data to our CEO at the end of each quarter.
- Used my Support position to find opportunities for up-selling and presenting new products to existing customers, helping to drive sales.

Customer Support Associate | Mixmax, San Francisco, CA**2018-2019***CRM SaaS provider*

- Provided customer support for Mixmax CRM software, including troubleshooting and onboarding new customers.
- Assisted customers with setting up email campaigns and making decisions based on our analytics.
- Debugged, formatted, and edited customer HTML signatures and CSV files.
- Worked with our engineers to define and resolve bugs, as well as preemptively Beta testing new versions of our software.

Customer Support Associate | HackerRank, Palo Alto, CA**2014-2016***B2B SaaS provider focused on assisting companies with testing and hiring software engineers.*

- Provided customers with on-boarding and technical support to assist them with testing potential hires.
- Worked closely with our engineers to implement new features and customer requested enhancements.
- Helped design our interview and on-boarding process for new agents at HackerRank.
- Worked directly on setting up our current support system using Desk.com and migrating over from ZenDesk.