

Paul Cohen-Tannugi

Multilingual IT & Technical Support Specialist | Customer-Centric Problem Solver

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Diemen, The Netherlands



SUMMARY

Multilingual Support Specialist with 4+ years of experience in fast-paced technical environments, supporting users during high-stakes escalations and time-sensitive challenges. Known for translating complex technical problems into calm, actionable solutions — with empathy and clarity. Fluent in English and French, with a proven track record of automating workflows, reducing resolution times, and mentoring cross-functional teams. Passionate about delivering reliable, human-centered support experiences across technical platforms and global teams.

LANGUAGES

English (Native)

French (Native)

Japanese (Native)

Dutch (Intermediate)

SKILLS

Tech & Tools: Zendesk (incl. Triggers, Explore), Odoo, CRM platforms, HTML/CSS, JavaScript, Ruby on Rails, PostgreSQL, REST APIs, Bootstrap, Git/GitHub, Google Workspace, Figma, JIRA, Figjam, AI tools (incl. LLMs)

Support & Communication: Escalation Management, Live Chat Support, Root Cause Analysis, KPI Tracking, Empathetic Communication, Service Documentation, Phone & Email Support

Collaboration & Systems: Agile Workflows, Cross-Functional Teamwork, Training & Onboarding, Workflow Automation, Customer-Centric Mindset

EXPERIENCE

Technical Support Agent (Tier 2)

Amsterdam, Netherlands

[Fairphone](#)

11/2020 - Present

- Acted as primary contact for complex escalations, including **legal and GDPR-sensitive cases**, requiring precise communication and strict compliance.
- Provided **bilingual (English/French)** customer support across email, phone, and live chat channels, ensuring compassionate and effective resolutions during high-stress scenarios.
- Supported **critical product launches**, coordinating with logistics and engineering teams under pressure to maintain service quality and timely communication.
- Automated internal workflows using **Zendesk triggers** and **FlowEQ**, reducing manual tasks and speeding up parts handling.
- Built internal **dashboards** with Zendesk Explore to track KPIs and uncover trends, improving team insight and decision-making.
- Cut **ticket resolution time by 50%** through smarter escalation logic and process improvements.
- Wrote clear **technical documentation** and public-facing FAQs, making complex info accessible to users and support staff.

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

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

Muse Assistant
<https://github.com/paucotan/Muse-assistant>
An open-source support ticket summarization tool using Zendesk API integration and locally-hosted LLMs (Ollama). Built a secure data pipeline that preserves customer confidentiality while automating ticket analysis.

04/2025
Amsterdam, Netherlands

- Reduced ticket review time by 50% while maintaining data privacy compliance.
- Implemented frontend with JavaScript and deployed via Replit for team accessibility.

PsiSketch
<https://github.com/paucotan/PsiSketch>
A browser-based app gamifying remote viewing practice. Used HTML, JavaScript, React and Replit to deliver an interactive, user-friendly experience—open-source and community-oriented.

04/2025
Amsterdam, Netherlands

Dealhunter
<https://github.com/paucotan/dealhunter>
Grocery Deal Aggregator Web App

03/2025 - 03/2025
Team Project | Ruby on Rails, JavaScript, Bootstrap, Devise, Web Scraper

- Shipped a prototype in 2 weeks with a team of 3; led development coordination and demo presentation.
- Implemented user Devise authentication and built RESTful Rails controllers and Active Record models to manage user shopping lists.
- Implemented a PostgreSQL database with seed data to simulate real-time grocery deals and enable product comparison functionality.

EDUCATION

Full Stack Web Development Bootcamp
Le Wagon

Amsterdam, Netherlands
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
Growth tribe

Amsterdam, Netherlands
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
Simon Fraser University

Vancouver, British Columbia, Canada
01/2012 - 06/2017

- Theatre Production and Design

INTERESTS

Permaculture & systems design | App prototyping & UI/UX design | Biomimicry & nature-inspired innovation | Zero-waste & circular economy | Bitcoin & decentralized technologies