

Victor Jimenez Nunez

Technical Support Specialist | Product Support Specialist

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○ Profiles ○

LinkedIn

[victorhustles](#)

Portfolio

[victorjimenez.dev](#)

○ Skills ○

Technical Troubleshooting

Advanced

trriage, root-cause investigation, incident communication

● ● ● ● ○

Web Stack

Advanced

JavaScript, TypeScript, React, Next.js, Node.js

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Data and APIs

Advanced

SQL, PostgreSQL, API debugging, integration

● ● ● ● ○

AI Workflow Integration

Intermediate

OpenAI Actions, retrieval, knowledge search

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○ Languages ○

English

Professional

Spanish

Professional

Summary

Technical/Product Support candidate with hands-on product build experience and high-pressure customer operations background. Built CrewGPT (open beta) and iterates from real user feedback. Open to full-time roles with strengths in troubleshooting, triage, escalation handling, and customer communication.

Experience

PSA Airlines

Philadelphia, PA

Flight Attendant

Mar 2025 - Present

Deliver safety-critical customer support in high-pressure environments while following strict procedures. De-escalate conflicts and coordinate with operations teams during disruptions.

Wells Fargo

Philadelphia, PA

Teller

Oct 2022 - Aug 2024

Resolved daily service questions in a regulated environment with high transaction accuracy. Built strong client relationships through clear, consistent support.

Chick-fil-A

Philadelphia, PA

Team Leader

Nov 2019 - May 2021

Trained team members on service standards and operational consistency. Maintained customer experience quality during high-volume shifts.

Education

Temple

Coursework toward B.S. in Computer Science and Physics

University

Philadelphia, PA • 2021 - Present

Projects

CrewGPT

2025 - Present

Shipped product in open beta, built in about one month to reduce workflow friction for flight crews.

<https://crewgpt.app>

LeadLounge

2025 - Present

In-development B2B SaaS prototype focused on progressive intake and job-ready lead summaries.

<https://leadlounge.app>