

Junior Product Support Engineer

Jamie Stewart



EXPERIENCE

Product Support Intern, Unity Technologies, Dundee *Jan 2025 – Jun 2025*
Provided technical support to developers using the Unity game engine during a 6 month placement in the Dundee office.

- Resolved **400+ support tickets** via email and live chat, maintaining a **94% customer satisfaction rating**
- Diagnosed **25 complex technical issues** involving rendering, physics, and scripting errors, escalating **8** to the engineering team with detailed reproduction steps
- Created **12 knowledge base articles** addressing frequently reported issues, reducing repeat ticket volume by **15%**
- Participated in **6 product feedback sessions** with the development team, relaying common user pain points

Customer Advisor, Three (Hutchison 3G UK), Dundee *Oct 2023 – Dec 2024*
Part-time phone and in-store support role during university.

- Handled an average of **40 customer interactions per shift** covering billing, technical troubleshooting, and account changes
- Achieved a **Net Promoter Score of 72**, above the team average of 65

CERTIFICATIONS

HDI Desktop Support Technician, HDI *Apr 2025 – Apr 2025*

PROJECTS

Support Knowledge Base Audit (Placement Project) *Mar 2025 – Jun 2025*
Conducted an audit of the existing knowledge base during my placement to identify gaps and outdated content.

- Reviewed **80 existing articles**, flagging **22 as outdated** and **15 as missing key steps**
- Wrote **12 new articles** and updated **18 existing ones**, contributing to a **15% drop in repeat tickets**
- Presented findings to the support team lead, who adopted the audit process as a quarterly practice

EXTRA CURRICULAR ACTIVITY

Student Mentor - Abertay Peer Mentoring Programme *Sep 2024 – Jun 2025*
Mentored first-year computing students through their transition to university.

- Supported **8 mentees** with weekly check-ins covering academic, social, and wellbeing topics
- All **8 mentees** progressed to second year, with **5** achieving grades above 60%

PROFILE

Computing graduate from Abertay University with experience in technical troubleshooting, customer communication, and SaaS product support. Completed a **6 month placement** at a game technology company resolving **400+ support tickets** with a **94% customer satisfaction rating**. Comfortable reading logs, querying databases, and translating technical issues into plain language for non-technical users. Passionate about helping customers succeed with the products they use.

EDUCATION

BSc (Hons) Computing in Computing
Abertay University, Dundee
Sep 2022 – Jul 2025

SKILLS

- Technical Troubleshooting
- Zendesk / Ticketing Systems
- SQL (Basic Queries)
- Log Analysis
- Knowledge Base Writing
- Customer Communication
- Bug Reproduction
- Jira
- API Testing (Postman)
- HTML & CSS
- Problem Solving
- Empathy & Patience

LANGUAGES

- English - Native

REFERENCES

Claire MacPherson
Support Team Lead, Unity Technologies, claire.macpherson@unity3d.com, +44 7700 900 358