

JARIN TCHICAYA

Technical Application Specialist | UX/UI Designer | Operations Manager

Tacoma, WA | bedyjarin@gmail.com | (207) 400-2647 | linkedin.com/in/jarintchicaya | jarintchicaya.com

PROFESSIONAL SUMMARY

Versatile professional with 5+ years of experience spanning enterprise technical support, application management, UX/UI design, data analysis, and business operations. Background includes supporting major retail clients (Amazon, Chico's, Soma, White House Black Market), founding and operating a small business, managing construction/service projects, and delivering payment/customer support at scale. Skilled in troubleshooting, workflow automation, digital asset management, root-cause analysis, cross-functional collaboration, and process improvement. Comfortable working across technical, creative, and operational functions, and incorporating AI tools into daily workflows.

PROFESSIONAL EXPERIENCE

Technical Application Specialist / UX Designer — Straub Collaborative

Jan 2023 – Jun 2025

- Provided enterprise technical support for major retail clients including Amazon, Chico's, Soma, and White House Black Market (WHBM).
- Managed digital asset production workflows using ShotFlow, ATG, ReviewStudio, and VMware.
- Investigated and resolved complex production issues involving digital assets, metadata, workflow routing, and application performance.
- Collaborated with developers, production artists, QA teams, project managers, and client stakeholders to ensure timely project delivery.
- Created dashboards and reports to monitor production metrics and identify workflow improvements.
- Administered user accounts, permissions, and application configurations across enterprise platforms.
- Improved operational efficiency by identifying bottlenecks and recommending process improvements.
- Participated in UX design discussions, usability improvements, and interface optimization.
- Maintained documentation, SOPs, and knowledge base articles for internal teams; worked in Agile environments with cross-functional teams.
- Key achievement: delivered the CHICO'S Spring 2 2025 campaign in only 2 days, significantly reducing production turnaround.
- Key achievement: led the remediation of thousands of Amazon digital assets, achieving approximately 95% successful recovery.
- Key achievement: consistently exceeded client expectations while supporting multiple enterprise accounts simultaneously; recognized for problem-solving and managing high-priority production incidents.

Founder & Business Operations Manager — Malewa Kitchen

Jun 2025 – Mar 2026

- Founded and operated a Congolese catering and food-cart business, managing daily operations, budgeting, scheduling, and customer relations.
- Streamlined business workflows and operational processes to improve efficiency and service quality.

- Coordinated vendor relationships, inventory management, logistics, and catering operations.
- Developed marketing campaigns through social media, branding, and customer engagement.
- Managed business planning, grant applications, and expansion strategy for a future restaurant.
- Used Wix AI to build and manage the business website.

Project Manager — G Painting and Services

Aug 2021 – Nov 2021

- Managed multiple construction and painting projects simultaneously.
- Supervised field teams while maintaining project schedules.
- Coordinated directly with customers regarding project expectations.
- Managed budgets, timelines, and service delivery.
- Coordinated project planning, scheduling, and material procurement to ensure timely project completion.

Payment Specialist — Vesta Corporation (AT&T)

Aug 2019 – Mar 2021

- Delivered customer support for payment services.
- Resolved billing issues through effective problem-solving and customer communication.
- Worked closely with cross-functional teams to improve customer satisfaction.
- Processed customer payment requests while ensuring compliance with company policies.
- Resolved complex account and billing issues.

SKILLS & TOOLS

Core Skills: Enterprise Technical Support • SaaS Applications • Digital Asset Management • Workflow Automation • Data Analysis • Root Cause Analysis • UX/UI Design • Customer Success • Technical Documentation • Business Operations • Budgeting & Vendor Management • Project Management

Platforms & Tools: ShotFlow • ATG • VMware • ReviewStudio • Slack • Microsoft 365 • Google Workspace • Figma • Adobe Creative Cloud • Miro

Technical: HTML • CSS • JavaScript • SQL (Basic)

AI Tools: Applied ChatGPT for documentation, reporting, and workflow drafting; Figma AI for rapid UX prototyping and design iteration; Wix AI to build and manage business websites; and automation tools to process and route data into client systems.

EDUCATION & CERTIFICATIONS

UX/UI Design Bootcamp — University of Oregon (Graduated 2021)

CompTIA A+ — IT Support & Troubleshooting Certification (2020)