

Shin Yi (Abbie) Lin

Customer Service, Diemen, the Netherlands

LinkedIn: <https://www.linkedin.com/in/sy-abbielin> | Email: sy.abbielin@gmail.com | Mobile: +31 617 57 94 50

SUMMARY

Technical Support and Customer Operations Professional with experience troubleshooting technical issues, investigating customer-reported problems, and collaborating with engineering teams to drive resolution. Skilled in ticket management, log analysis, root cause investigation, customer communication, and cross-functional collaboration. Passionate about solving complex problems and helping customers achieve value through technology.

Skilled in handling high-pressure support situations, communicating clearly with users and stakeholders, and ensuring issues are properly documented, prioritized, and followed through to resolution. Strong attention to detail, process compliance, and service quality.

- Experienced in first-line troubleshooting and issue analysis
- Strong coordination between users, technical teams, and stakeholders
- Hands-on experience with system testing, validation, and documentation
- Comfortable handling customer communication and escalation follow-up
- Fast learner with strong adaptability in technical environments

TECHNICAL SKILLS

Ticket Management, Technical Troubleshooting, Root Cause Analysis, Log Analysis, Critical Thinking, Customer Support, Issue Investigation & Reproduction, Structured Problem Solving, Data-driven Decision Making, Technical Documentation, SLA Management, Cross-functional Collaboration, Jira, Notion

CERTIFICATIONS

- UX Design with UI Specialization, CareerFoundry | Jan 2024
- UX Immersion, CareerFoundry | Oct 2023
- Licensed Respiratory Therapist, Ministry of Examination, Taiwan | Sep 2012

EXPERIENCE

Customer Service, OGS Europe B.V.

Mar 2026 – Present, Eindhoven, the Netherlands

- Supporting the customer via E-mail, Telegram, Jira, and internal ticket system within SLA.
- Investigate customer-reported issues through log analysis and technical triage, collaborating with internal teams and escalating complex cases to engineering when necessary.
- Rebuilt trust with a key account that had a history of frequent escalations by maintaining proactive communication, providing clear status updates, and driving issues to resolution.
- Collaborated with internal and external stakeholders to establish and improve support workflows and SOPs, contributing to a 50% reduction in average resolution time.
- Performed root cause analysis using NVIDIA GPU diagnostic logs (FieldDiag), identifying potential hardware and system issues prior to engineering escalation.
- Managed customer-facing tickets throughout the entire support lifecycle, ensuring visibility, timely follow-up, and effective stakeholder communication.
- Presented technical updates and support progress during weekly customer reviews, improving transparency, customer confidence, and issue-tracking effectiveness.

- Identified recurring support patterns and collaborated with internal teams to improve workflows, reduce escalations, and enhance customer experience.
- Created and maintained support documentation to share the knowledge across teams and decrease the friction of internal hand over.

Medical Editor (Project-Based), Freelance

Jun 2020 – Feb 2026, Work remotely

- Collaborated with physicians and researchers to create clear, evidence-based documentation from complex clinical information.
- Validated and synthesized medical literature, research findings, and expert input to ensure accuracy and consistency.
- Produced structured documentation for both clinical and non-clinical audiences, improving information accessibility and usability.

Project Manager / Respiratory Therapist, Taipei City Hospital

Jun 2016 – Mar 2019, Taipei, Taiwan

- Led three large-scale public health projects across 7 major hospitals, achieving 85%+ patient satisfaction through stakeholder coordination and continuous process improvement.
- Collaborated with clinical users, IT teams, and developers to identify workflow challenges, support system integration efforts, and translate user requirements into product and process improvements.
- Improved accessibility and usability of a healthcare application for older adults and visually impaired users by contributing to design enhancements and validating outcomes through A/B testing and user feedback, resulting in a 50% increase in user adoption.
- Provided first-line troubleshooting support for healthcare systems, reproducing user-reported issues, and partnering with developers to drive resolution.
- Performed system testing, validation, and wrote related document to ensure healthcare system functionality is reliable across clinical and home-care environments.
- Developed operational documentation and standardized workflows to improve system adoption, consistency, and service quality.

Respiratory Therapist, Taichung Hospital

May 2015 – Jan 2016, Taichung, Taiwan

- Achieved a 95% patient satisfaction score, supported by multiple patient commendations, appreciation letters, and recognition from hospital leadership.
- Delivered frontline operational support for respiratory equipment and related clinical systems.
- Performed diagnostic checks, device verification, and troubleshooting to ensure operational reliability and safety compliance.
- Maintained accurate documentation and supported daily coordination with multidisciplinary healthcare teams.

Respiratory Therapist, Changhua Christian Hospital Medical center

Aug 2012 – Apr 2015, Changhua, Taiwan

- Ranked 1st in cohort upon completion of the Professional Postgraduate Clinical Training (PGY) Program, excelling in clinical skills, troubleshooting, and critical decision-making.
- Supported daily operation and maintenance checks of respiratory devices and clinical systems in a high-pressure hospital environment.
- Assisted healthcare staff with equipment-related support and operational guidance.
- Participated in internal training and presentations related to case studies, problem-solving, and evidence-based practices.

EDUCATION

UX/UI Design, CareerFoundry | Online, Oct 2022 – Jan 2024

Bachelor of Respiratory Therapy, Kaohsiung Medical University, Sep 2008 – Jun 2012

LANGUAGE PROFICIENCY

- Mandarin Chinese - Native
- Taiwanese - Native
- English - Fluent
- Dutch - Basic