

# Camila Sánchez Ramos

## Tier I Support Specialist

Experience in QA and customer support. Passion for building accessible & responsive code, matched by keen eye for design and attention to detail. Creative problem-solver and motivated team player.

Open to in-office, hybrid, and remote positions.

## Experience

### Tier 1 Support Specialist 2022–Present

The Support Heroes

- Provide Technical First-Level Support for Shopify App developers.
- Answering tickets via email, providing quality support aligned with the goals and values of the company.

### Quality Inspector 2021–2022

Colombina Conservas

- Analysis of the quality of the finished product.
- Inspection of raw materials.
- Analysis of the prefabricated product.

## Selected Projects

### Sunday23! 2023

HTML | CSS | JavaScript

This is a daily, weekly or monthly planner to organize your tasks, customize your workflow to increase efficiency and productivity.

## Contact

- 📞 +57 3153412090
- ✉️ [sanchezramoscamila@gmail.com](mailto:sanchezramoscamila@gmail.com)
- 🖱️ [www.camilasanchez.com](http://www.camilasanchez.com)
- 🐙 [github.com/CamilaS25](https://github.com/CamilaS25)

## Education

### The Complete 2023 Web Development Bootcamp

Udemy  
2023

### Industrial Chemistry

Universidad Tecnológica de Pereira  
2016–2021

## Skills

### Technical

- HTML
- CSS
- JavaScript

### Transferable:

- Customer Service
- Problem-Solving
- Creative
- Detail-Oriented
- Time Management
- Analytical