21 GEORGIA WAY, SAN LEANDRO, CALIFORNIA 94577
650.892.3042 | paolo.c.ferrer@gmail.com | linkedin.com/in/paoloferrer/

PAOLO FERRER

Technical Support Specialist

Information Technology professional and in-house generalist with 2+ years of solid tech-based industry experience, including experience with systems deployment for computers, desktops, monitors, laptops, phones, and tablets. A team-playing, mission-driven technologist with articulate communication skills and proven software/hardware troubleshooting abilities.

Areas of experience include:

- Account maintenance
- Asset management
- A/V setup (WFH)
- Device installation, upgrades, & repair
- OS: Mac, Windows, iOS, Linux (Kali)
- Python, PostgreSQL, MVC architecture
- Customer support
- Documentation
- System optimization

EXPERIENCE

[*Technical Support Specialist*] Odoo, Inc.   San Francisco, CA (100% Remote)
May 2020 – Current (8 months)
- Troubleshoot 7-10 complex help desk tickets on Odoo's ERP SaaS & PaaS daily
- Maintain 90-95% satisfaction rating and collaborate with teammates to uphold one-day SLA target
- Resolve PostgreSQL-based database issues through Python line analysis of tracebacks and revising ModelView architectures –escalating to Bug Fix, R&D, or Platform Diagnostics as necessary
- Review commit logs and contribute changes to help guides/knowledge base via Github
- Operate phone support line via DialPad VoIP for resolving urgent end user issues within 10 minutes
- Provide global clients with tech support or procedural info in 5-7 simultaneous Live Chat sessions
- Collaborate with 15-20 colleagues in daily team meetings via Discord or weekly on GoogleMeet

[*Business Owner*] Shelf   Castro Valley, CA
Sep 2014 – Dec 2019 (5 years, 4 months)

Shelf was an indoor plant boutique founded July 2014. We built the company from a calculated credit card loan of $20k, grossed $65k in sales after our first year in 2015 and, averaged $75-80k in annual sales. Shelf has earned a Five Star Yelp! rating with over 100 reviews before its acquisition in Dec 2019.
- Performed software updates, data backups, and hardware upgrades
- Managed Mac & iOS devices via JAMF and account credentials with 1Password
- Supported network infrastructure: POS & peripherals, WLAN, VPN, VoIP, and security cams
- Managed inventory, assets, and procurement with SKU barcoding on Excel/Square
- Deployed G Suite, track analytics & web traffic, and implemented SEO strategies
- Set up video via FaceTime, Skype, Viber, or GoogleMeet to field plant-related diagnostics
- Maintained B2C relations on social media: Instagram, Facebook, Yelp, and GoogleBusiness
- Upkept CRM and engaged product sales via Mailchimp
- Navigated supplier B2B sites or perform onsite visits and documented vendor management data
- Designed & updated business website via Squarespace

[*Database Management Support*] GAP Foundation   San Francisco, CA
Aug 2014 – Nov 2014 (4 months, Temp Position)
- Wrote help guides from CyberGrants sandbox findings & contributed to internal knowledge base
- Upkept then reconciled grantee data pre & post-migration from GIFTS MicroEdge to CyberGrants

EDUCATION

[*BA: Public Health/Pre-Med*] University of California, Berkeley   Berkeley, CA
May 2013

CERTIFICATIONS

[*CompTIA A+*]   **[*CompTIA N+, Sec+*]**
May 2020 – May 2023   In Progress