Gerardo Perez

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Objective

To put my knowledge, skills, and understanding of customer service, content analysis, technical support, web development, and more to good use in support of a great team.

Education

University of Texas San Antonio (San Antonio, Texas)
 Certificate in Full Stack Web Development

Goodwill Training Center
 PCEP - Certified Entry Level Python Programmer certification

Texas State University (San Marcos, Texas)
 Graduate school
 Political science major

University of North Texas (Denton, Texas)
 Bachelor of Arts in International Studies
 Minor in Spanish
 Graduated with 3.5 GPA

Universidad Autònoma de Barcelona (Barcelona, Spain)
 Finished my minor in Spanish here

North Lake College (Irving, Texas)
 Associates degree
 Psi Beta honor society

Nimitz High School (Irving, Texas)
 High school diploma

Experience

Technical Support Specialist

Tandem Diabetes Care   San Diego California (Remote)   April 26, 2024 – Present

   Answers questions and troubleshoots issues related to use of the Tandem's insulin pump, its Software, integrated Mobile App, online t:connect patient portal, and integration with CGM medical devices.

   Led the implementation and configuration of software solutions for clients, ensuring seamless integration with their existing systems.

   Demonstrates good judgment in selecting methods and techniques for obtaining solutions in responding to customer requests.

   Ability to work in a highly technical environment providing solutions and services to customers that on occasion may be in a stressful situation; ability to defuse situations.

   Solid understanding of web-based software and the ability to troubleshoot browser and network specific issues.

   Uses knowledge to propose recommended improvements to customer related processes and materials.

   Ensures work is performed in compliance with company policies including Privacy/HIPAA and other regulatory, legal, and safety requirements.

Software Test Engineer

Meta (Facebook)   Austin Texas   September 13, 2021 – June 30, 2023

   Work queues of bug reports generated on internal apps to ensure a strong final product for public release.

   Reproduce reported bugs to ensure engineers have a comprehensive, detailed report in order to fix bugs most effectively.

   Understand and communicate product launch risk and severity of issues to partners.

   Meticulously document findings.

   Communicate effectively with cross functional partners in Operations and Product.

   Develop test cases and scenarios in order to pinpoint the root cause of product bugs.

   Collaborate with team members on both general and product specific issues.

   Data analysis - collect and organize triage specific data.

   Navigate and troubleshoot SQL queries from internal users utilizing Meta internal tools.

   Enter commands using Python and upload to the hardware to debug.

Technical Support Specialist

Mary Kay   Carrollton Texas   July 08, 2019 – January 04, 2021

   Provided technical support for the Mary Kay InTouch software and various mobile applications, including iOS and Android platforms.

   Demonstrated proficiency in troubleshooting issues across major browsers such as Chrome, Safari, Edge, and Firefox, on multiple device types including mobile phones, tablets, and desktop computers.

Utilized developer tools to diagnose and resolve technical issues efficiently.
Collaborated with third-party vendors, including ProPay, MK Connections, and Hootsuite.
Troubleshoot integrations, APIs, list management, automations, and payment processing.
Provided HTML code to customize web templates for their MK provided personal sites.
Conducted client training sessions and provided post-implementation support, troubleshooting any issues and optimizing system performance.
Managed customer inquiries and reported issues through a ticketing system, ensuring timely resolution and escalation when necessary.
Conducted callbacks and follow-ups with clients, providing support in both Spanish and English languages.
Closed tickets upon successful resolution of events, ensuring client satisfaction and maintaining high-quality service standards.

Technical Analyst
Meta via Genpact   Richardson Texas   July 11, 2018 - June 3, 2019
Monitoring and analyzing content (images/videos/text) and approving/deleting content for the Facebook and Instagram platforms.
Classifying content according to the policies of our client (Meta — formerly known as Facebook).
Sometimes view very graphic and disturbing images/videos.
"The police of social media"
Depending on what we come across with, we alert the proper authorities.

Technical Support Specialist (MailChimp.com)
TaskUs   San Antonio Texas   September 15, 2017 - July 6, 2018
Provided comprehensive email and chat support via Zendesk for MailChimp.com, a leading mass marketing email service.
Assisted users in navigating the website and applications, offering guidance on campaign setup and troubleshooting.
Offering expertise in HTML coding to customize email templates and provide technical solutions for website integration.
Managed user lists, implemented APIs, and facilitated integrations for enhanced ecommerce connectivity.
Collaborated with cross-functional teams to gather requirements and customize products to meet customer needs, providing hands-on guidance throughout the implementation process.
Supported users with RSS feed setup, automation processes, and other advanced features to optimize campaign performance.

Technical Analyst (Quora.com)
TaskUs   San Antonio Texas   September 15, 2017 - July 6, 2018
Proofread, edit, approve, or deny content before publishing to the website.

Recover material, edit, and send back out (questions)
Stayed above 90% accuracy and stayed above the 120 items per hour goal.

Bartender
TMC (The Mining Company)   Dallas Texas   June 26, 2017 - August 13, 2017
Started on the floor picking up glasses
Moved to "door guy" on weekends checking IDs and making sure no drinks were coming in or out
Moved up to barback tending to the needs of our bartenders.

Internship
Cultural Awareness International   Dallas Texas   June 06, 2017 - August 10, 2017
Research and gather information on different countries for our clients who are relocating for business purposes.
Update the blog
Translating into Spanish
Listen in on webinars with our clients

Technical Support Specialist II
Neiman Marcus Direct   Irving Texas   October 23, 2006 - March 6, 2017
Provided multi-channel technical support (chat, email, and phone) to customers in the customer care department, addressing inquiries, processing orders, and resolving package and order issues through web-based platforms and applications.
Promoted to Tier 2 technical support after one year, handling escalated cases from Tier 1 and delivering timely resolutions through advanced troubleshooting techniques, diagnosing software malfunctions, connectivity issues, and system errors.
Acted as a key resource for colleagues, offering assistance with company policies, procedures, and technical issues related to system performance, software compatibility, and application functionality, with occasional use of basic SQL to resolve data inconsistencies.
Supported Tier 1 agents by providing technical guidance on more complex customer issues, such as application crashes, software updates, and network connectivity problems, escalating to Tier 3 when necessary. Collaborated with cross-functional teams to identify and resolve root causes of recurring issues and improve customer support processes.
Played an active role in developing and implementing training programs for new technical support agents, ensuring they were equipped to handle common software and system-related issues. Led knowledge-sharing sessions to enhance troubleshooting skills, covering a range of topics from hardware diagnostics to software configuration and system performance optimization.

Skills

Technical skills/technologies

        HTML5, CSS3, Javascript ES6+

        React

        Node.js, Express, jQuery

        Bootstrap & Flexbox

        Handlebars

        REST APIs

        JSON

        MySQL, Sequelize

        MongoDB, Mongoose

        Insomnia & Postman

        SQL

        GraphQL, NoSQL

        MERN

        GitHub & Git

        Python

        ChatGPT/AI

Bilingual

        Have a college minor in Spanish

        Lived in Barcelona, Spain

        Native Spanish speaker

Other computer skills

        Use of internet (Chrome, Edge, Firefox, Safari, etc)

        Windows OS, iOS, Android, ChromeOS, Linux

        CRM & SaaS software

            SalesForce, Shopify, Google Analytics, CMOS, Zendesk, Helpdesk, Jira, Slack, Teams, Zoho, etc.

        Social Media

            Facebook, Instagram, Twitter, Threads, Snapchat, Tumblr

Soft skills

        Project management

        Communication

        Problem-solving

        Teamwork

        Adaptability

        Organization

        Empathy

        Curiosity

Activities

Was a member of the international studies club at UNT.

Volunteered in Japan 6 months after the 2011 tsunami, earthquake, and meltdown.

Backpacked alone all over Europe for 3 months non-stop during summer of 2014. Have gone on backpacking expeditions to other places since then.

Got accepted as an intern at the US embassy in Madrid for summer 2016, but my security clearance took a long time to approve (because I have lived abroad and have been to 30 countries) and therefore did not make it in time. I got the clearance in July and school started in August; the job was for two months.

During the rise of ISIS, I started my own Facebook group to raise awareness about vulnerable minority communities across the Middle East.

I'm an admin of a music festival FB group of 65,000 (approx.) people and growing.

I promote via social media for a local music organization called Real Music Events. We promote music/artists and bring people into our shows/concerts from all over the world.

Currently writing a travel book with tips, tricks, and my travel experience.