

# Jefferson Phillips

## Senior Support Engineer - Tek Experts CR

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### PROFESSIONAL EXPERIENCE

#### Tek Experts / Azure Senior Support Engineer

Provided Technical Support for Microsoft Azure technologies while overseen the performance and metrics of the engineers assigned to my team. Held weekly 1o1 sessions regarding career development, technical knowledge, corrective actions, and best practices.

April 2022 — Current

San Jose, Costa Rica

#### Customer Service Experience (Multiple employers)

Provided engaging direct customer service in companies such as Emerson and Amazon, as well as in-person customer service while working in the United States at TMCC, in the Academic Advising department. Through a variety of administrative and technical topics, I was able to develop creative-thinking abilities while serving customers on a multi-cultural level.

6 years (2018 - Current)

Costa Rica & USA

### EDUCATION

**Economía Empresarial, Bachillerato** - ULACIT, CR

Ongoing

**AI & Machine Learning, Técnico Superior** - Universidad Creativa, CR

Jan 2021 - May 2022

*Relevant Topics: Razonamiento artificial, Inteligencia Artificial Aplicada*

**Computer Science, Associate's Degree** - TMCC, USA.

2018 - 2020

*Relevant Topics: OOP in C++, Web Dev. in HTML, CSS & JavaScript*

#### Additional Courses:

**Master Class, (Independent study)** - Tek Experts L&D, CR.

March 2024

**Level Up, Tek Experts L&D, CR.**

Sep 2023

**Microsoft Azure Administrator, Certificate** - Elev8 Education, CR

Aug 2023

**Agile Fundamentals, Cloud Academy**

July 2023

**Let's Keep Coaching, Tek Experts L&D, CR.**

June 2023

**Banking and Finance, Técnico Medio** - CTP Comercial y de Servicios, CR

2015 - 2017

### MANAGEMENT PERKS

#### Level Up

Assisted in-person training sessions with Team Managers & Operations Managers which developed my objective mindset, enhanced my leadership skills, and showed me how to influence change on a team.

#### App Services Team Involvement as S3

Gained exposure on management tasks by leading projects on my current department. A few of these projects are:

- Examined improvement opportunities App Service's escalation team by anonymously **surveying all members of the team** (+90). Feedback was shared to the respective escalation and improvement was noticed.
- Currently in charge of **department meetings** (Dev-Oss) to review metrics and share announcements. This allow me to gain exposure and be provide value in department-level decisions before they are shared to the team.
- Conducted **department-level assessment** (AKA: Knowledge Check) and administrated training sessions to re-enforce low performing topics.
- Served as **Product Ready Trainer**. Apart from introducing the new engineers to the technical products, I was able to understand the underlying management process for new incoming waves of engineers.
- Administrated the **department's Wiki** (knowledge base) to archive knowledge valuable for future members of the team.
- Conducted **interview processes** along with my direct manager for support engineers for the Dynamics Department.

### SKILLS

#### Soft Skills

Problem-solving, Emotional intelligence, Time management & Prioritization, Team building

#### Tools

DfM-ASC & App Services related tools, Basic Power BI, Advanced Excel.

#### Communication

Spanish, English, Italian.

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## REFERENCES

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