

Jonathan, Gonzalez

Tech support expert

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SKILLS

Customer service oriented, highly motivated, technical support resolution skills, multi platform troubleshooting knowledge(Windows OS, Chrome OS, Mac OS, Android, Iphone OS), proficient searching skills, basic to advanced knowledge of SSO, APIs, HTML code.

EXPERIENCE

Teleperformance - *Customer service agent for "AT&T mobility"*

October 2014 - October 2015

- In charge of assisting customers with billing issues and dealing with their angry ness time to time.
- Take credit card payments, give credits when it is required.

Teleperformance - *Tech Support agent/ customer service "Direct TV", "U-verse" and "U-verse Business"*

Feb 2016 - Feb 2019

- Tech support assistance on satellite TV issues, send technicians when is required, fix billing in outages, deal with people unhappy with their service.
- Technical support assistance in relation with Fiber optic and copper connection delivery.

Cognizant - *Medical insurance agent*

March 2019 - October 2019 (the short time here was due to the low salary and I had new obligations coming on that time)

- In charge of review medical reports and send papers to be paid
- Request different information to customers via email.

Telus International

November 2019 - August 2023

- Google Workspace tech support /upsell De2019- July 2023
 - Provide wide support for all Google Workspace features including but not limited to Gmail, Google Drive, Google Sites, Calendar, Google Vault.
 - Help with Google Workspace administration queries(user creation, data migration, security issues, etc)
 - Upsell Google Workspace upgraded and features when applicable
- Telus Heath Tech support for pharmacies, July 2023- August 2024
 - Provide IT support for Printers, Scanners, PC stations connectivity
 - Troubleshoot windows share issues for shared folders and shared hardware within pharmacies
 - Basic usage of command prompt to install windows services, propagate DNS changes and other basic tasks for troubleshooting app sharing issues.
 - Advanced use of remote desktop and Teamviewer to remotely troubleshoot wide range of issues related to window and related to the specific software that TelusHeath provide to customers

Teknowledge

September 2023 - Current

- Microsoft Azure Support Engineer II
 - Provide wide range of support for Azure App services (Dev / Oss)
App Configuration, App Service Certificates, App Service Domains, ASE, Container Apps, Function App, Function App on Azure Arc, Static Web Apps, Web App on Azure Arc, We, App for Containers, Web App (Linux), Web App (Windows)
Application Code Deployment, Azure DevOps - Deploying Application Code, ARM Template, Developer tools (Azure CLI, Visual Studio, VS Code, plugins, etc.)
 - Provide support to colleagues, scoping cases before getting escalated.
 - Use of GitHub for testing scenarios, code deployment with CI/CD

EDUCATION

Universidad Tecnológica de El Salvador - *50% of the career*

Jan 2014 - 2017

Systems Engineering studies, incomplete due to some personal issues, career is at 50%,

Kodigo

Virtual Course for Full-stack Jr.

June -2025

Google Technical support fundamentals, April 2023

<https://coursera.org/share/fc3b980984cd260009d46cf30976178d>

Microsoft Certified: Azure Fundamentals, October 2024

[Credentials - JonathanAlbertoGonzalesAlonso-6038 | Microsoft Learn](#)

GitHub

[JhonyRider \(Jonathan Gonzalez\)](#)