Lizette Johana Romero Estupinan

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Customer Support Specialist- Practice Better

Computer Programming Skills

- IT Troubleshooting & Problem Resolution
- Windows 10/11, Microsoft Office 365
- IT Service Management & Ticketing Systems
- Active Directory & User Account Administration
- Secure Remote Access (RSA), VPN & MDM Tools
- Remote Support (Anydesk, LogMeIn, Webex, Microsoft Teams, Zoom)
- Networking Basics & System Monitoring

Core Competency Skills

- Customer Support & Communication
- SaaS Platform Support & User Training
- Live Chat & Multi-Channel Support
- Problem-Solving & Troubleshooting
- Team Collaboration & Process Optimization
- Time Management & Organizational Skills

Educational Experience

Computer Programming and Analysis   Jan 2024 – April 2025
George Brown College, Toronto, ON

- Learning full-stack development and software optimization.
- Implementing agile methodologies in software development.
- Gaining expertise in troubleshooting and debugging applications.

Designer and Business Management Technology   2015 – 2019
Santander Institute of Technology, Colombia

- Developed strategic business management skills.
- Acquired expertise in market analysis and operational planning.
- Gained experience in project management and workflow efficiency.

Relevant Work (Professional) Experience

Technical Support Specialist
Edusys Systems   Feb 2019 – Dec 2021

- Provided IT support for educational institutions, troubleshooting technical issues via phone and remote tools.
- Assisted professors in resolving platform issues on Zoom, Microsoft Teams.

Call Center Analyst   Feb 2018 – Feb 2019
Contactamos (Digitex – Telefonica Movistar)

- Analyzed key performance indicators (KPIs) and implemented service quality improvements.

Supervisor, Technical Support   Oct 2016 – Dec 2017
Atento Colombia (Telefónica)

- Supervised a team of technical support agents, ensuring productivity and SLA compliance.
- Provided performance evaluations and training to enhance service quality.
- Generated reports on operational management and payroll processing.