



# Josue Marante

Customer Support Specialist

## CONTACT

**Phone:**

(813)-993-6765

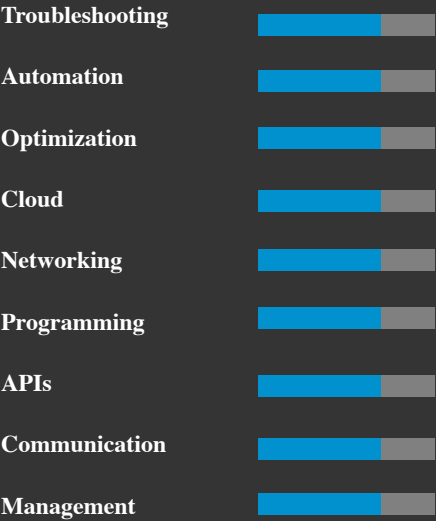
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**Website:**

josuemarante.com

## SKILLS



## Languages

Spanish - Native   English - Fluent

# INTRODUCTION

Results-driven Technical Support Specialist with a strong background in troubleshooting, customer service, and workflow automation. Adept at diagnosing complex technical issues, optimizing system performance, and delivering user-friendly solutions. Proficient in SQL, RESTful APIs, and cloud platforms like Azure and AWS. Passionate about user interface design and ensuring seamless user experiences through meticulous attention to detail. Known for providing exceptional customer experiences, effectively translating technical concepts for diverse audiences, and bridging the gap between end-users and development teams. Committed to continuous learning, process improvement, and delivering intuitive, aesthetically refined digital experiences.

# WORK EXPERIENCE

Jan 2024 - Jan 2025

**Technical Expert - Kaseya**

- Provided hands-on technical support, including troubleshooting software and hardware issues to enhance operational efficiency.
- Configured and customized applications, workflows, and integrations, ensuring seamless performance.
- Analyzed recurring technical issues, offering strategic recommendations to improve product stability and customer satisfaction.
- Collaborated with cross-functional teams to address customer requirements,

May 2023 - Dec 2023

**Technical Specialist - Apple**

- Diagnosed and resolved software and hardware issues, leveraging proprietary diagnostic tools to enhance user experience.
- Delivered clear and effective technical guidance, ensuring seamless resolution of customer concerns.
- Identified trends in technical escalations, providing valuable insights to product teams for system enhancements.

Aug 2021 - May 2023

**Product Specialist- Apple**

- Delivered personalized customer experiences, demonstrating in-depth knowledge of Apple products and services.
- Maintained high customer ratings by effectively communicating product features and technical solutions.
- Fostered strong customer relationships, reinforcing Apple’s reputation for excellence and innovation.

# EDUCATION

June 2022

**California Institute of Technology**

Certificate in Software Development – Computer Software Engineering

Dec 2018

**National Personal Training Institute**

Personal Training Diploma

May 2018

**Leto High School**

High School Diploma