

PRODUCT SUPPORT SPECIALIST

Josue Marante

PROFESSIONAL SUMMARY

Results-driven Software Support Specialist with a strong background in troubleshooting complex software, optimizing customer experiences, and ensuring seamless operations. Proficient in SQL, RESTful APIs, and cloud platforms like Azure, with a track record of rapidly mastering proprietary systems. Adept at resolving technical issues efficiently, maintaining a 98% customer satisfaction score, and managing high-ticket volumes in fast-paced environments. Skilled in bridging the gap between customers and product teams by translating feedback into actionable improvements. Passionate about delivering user-centric solutions, fostering collaboration across teams, and driving continuous improvement in remote and dynamic settings.

EXPERIENCE

TECHNICAL EXPERT - KASEYA - JAN 2024 - JAN 2025

- Utilized diagnostic tools to troubleshoot software and hardware concerns, enhancing operational efficiency.
- Delivered tailored solutions to customer challenges, balancing technical expertise with clear communication.
- Advocated for customer needs by identifying patterns in recurring issues and providing actionable feedback to technical teams.
- Maintained high productivity in a fast-paced environment, contributing to increased customer retention.

TECHNICAL SPECIALIST – APPLE - MAY 2023 - DEC 2023

Technical Specialist

- Utilized diagnostic tools to troubleshoot software and hardware concerns, enhancing operational efficiency.
- Delivered tailored solutions to customer challenges, balancing technical expertise with clear communication.
- Advocated for customer needs by identifying patterns in recurring issues and providing actionable feedback to technical teams.
- Maintained high productivity in a fast-paced environment, contributing to increased customer retention.

PRODUCT SPECIALIST – APPLE - AUG 2021 - MAY 2023

- Provided exceptional customer service, ensuring personalized experiences that enhanced satisfaction and sales.
- Maintained consistently high customer ratings by effectively communicating product benefits and solutions.
- Developed deep expertise in Apple products, helping customers make informed purchasing decisions.
- Fostered strong customer relationships, reinforcing Apple's brand loyalty and sales performance.

EDUCATION

June 2022

Certificate in Software Development - Computer Software Engineering
California Institute of Arts & Technology

December 2018

Personal Training Diploma
National Personal Training Institute

December 2018

High School Diploma
Leto High School

SKILLS

Problem-Solving & Analytical Thinking – Quickly diagnose and resolve complex technical issues.

Attention to Detail – Ensure accuracy in troubleshooting, documentation, and system optimization.

Communication & Customer Focus – Effectively translate technical concepts for diverse audiences.

Adaptability & Learning Agility – Rapidly master new technologies and proprietary software.

Project Management – Organize and execute technical projects efficiently.

Teamwork & Collaboration – Work cross-functionally to drive improvements and resolve escalations.

Ethical & Professional Conduct – Maintain integrity and professionalism in all interactions.

TECHNOLOGIES

Network Protocols - TCP/IP, DNS, DHCP

Programming & Development - React.js, JavaScript, SwiftUI, SQL

Cloud Platforms - AWS, Azure

APIs & Integration - RESTful APIs

LANGUAGES

English - Fluent

Spanish - Fluent