Mark Joaquin Exposito

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Professional Summary

Experienced Technical Support Specialist with a proven track record of over three years in the tech industry. Adept at delivering exceptional customer service and troubleshooting support for a wide range of hardware and software applications, including Microsoft Office 365, and operating systems such as Windows 10 and 11. Proficient in resolving Level 1 technical issues through clear communication and step-by-step solutions, ensuring minimal disruption to operations. Known for seamless collaboration with other IT departments to address and rectify identified issues promptly, thus guaranteeing smooth and cost-effective office daily operations. Skilled in utilizing online ticketing systems and maintaining detailed logs of problems and solutions, contributing to efficient issue resolution and knowledge management. Ready to leverage expertise to drive technical excellence and enhance user experiences in a dynamic environment.

Work Experience

Software Quality Assurance Analyst Mar 2022 - Mar 2024
SeNaSa - Santo Domingo

- Reduced software defects and increased customer satisfaction through the successful development and execution of a comprehensive test plan for a new software release.
- Utilized tools such as Azure DevOps to efficiently pinpoint, record, and convey software flaws, ultimately achieving a 100% resolution rate within the designated timeframe.
- Undertaken extensive testing, encompassing functional, usability, and regression tests, across a diverse array of web and mobile applications.
- Worked closely with the development team, under the agile methodologies such as Scrum, to guarantee prompt resolution and minimize future software defects.
- Ascertained product functionality by performing exploratory tests.

Technical Support Specialist Mar 2021 - Mar 2022
SeNaSa - Santo Domingo

- Provided helpdesk support services to end users, troubleshooting hardware and software applications over the phone, via email, and through web support.
- Evaluated functionality and performance of software and hardware recommending improvements and solutions.
- Maintained a detailed log of problems and solutions for use by other Technical Support Representatives.
- Handled and resolved over one hundred support tickets per month, both inquiries and problems, leading to a high level of contentment among employees.
- Assisted customers with clear communication and step-by-step solutions, ensuring exceptional customer satisfaction.
- PC administration and monitoring for policy enforcement on organizational units (OUs) within Microsoft Active Directory.

Education

Web Development   *Expected in 04/2026*
Cornerstone International Community College of Canada – Vancouver, BC

Bachelor of Science: Computer Systems Engineer   *Jun 2021*
Universidad Católica De Santo Domingo – Dominican Republic

Skills

- Test planning and strategy development.
- Defect identification and resolution.
- Continuous testing and integration.
- User acceptance testing.
- API testing and validation.
- Troubleshooting hardware and software applications.

- Agile software development methodologies.
- Attention to detail and problem-solving abilities.
- Familiarity with testing tools (e.g., Azure DevOps, JIRA, Cypress, Postman, SoapUI).
- Exceptional customer service and communication skills

Certifications

ISTQB Certified Tester Foundation Level (CTFL)
 In progress

Scrum Fundamentals Certified (SFC)
Asociación Internacional de Calidad de Software – 82100026

Software Tester Accredited Certification
Internation Software Test Institute – 48357736611738

Supporting and Troubleshooting Windows 10
By Microsoft Partner

Languages

Spanish, Native.

English, Upper Intermediate