

MICHAEL RINCON

WEB DEVELOPER

PROFESSIONAL SUMMARY

I am a web developer expert with vast experience working with technologies like Azure, Azure web services, Microsoft Windows, Office 365, Dynamics, WHM, cPanel, Plesk web servers, VPS, DNS, emails, and BASH. I hold certificates from cPanel, programming certificates from Platzi, and an MS900 certificate from Microsoft. I have had the privilege of working for companies like GoDaddy, Microsoft, and Fygaro in various fields such as e-commerce, IT support, consultancy, and more. I am excited to share my knowledge and experience with you all. Thank you.

WORK EXPERIENCE



MICROSOFT

CLM

2023 - Present

Customer Lifecycle Manager (CLM) at Microsoft focuses on driving customer engagement, retention, and growth through personalized strategies. They analyze customer data, optimize user experiences, and collaborate with cross-functional teams to enhance product adoption, satisfaction, and long-term value across various customer segments.

FYGARO

SUPPORT ADVISOR

2020 - 2022

Support Advisor at Fygaro assists customers in integrating payment buttons using Web Token technologies. They provide technical guidance, troubleshoot issues, and ensure smooth implementation of secure payment solutions, enhancing customer satisfaction and facilitating seamless e-commerce transactions. The role involves clear communication and problem-solving to improve user experience.

FYGARO

SUPPORT REPRESENTATIVE



2019 - 2020

Support Admin at GoDaddy manages VPS, shared hosting, and dedicated servers. They provide technical assistance, resolve server issues, and guide customers in configuring and optimizing their hosting environments. The role involves troubleshooting, server maintenance, and ensuring high availability and performance for clients' web services.

CONTACT

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EDUCATION
UNIVERSIDAD MINUTO DE DIOS
INGENIERIA DE SISTEMAS

SKILLS

SPANISH - NATIVE
ENGLISH - C1
PORTUGUESE - B2
JAVA
CSS
HTML-5
PYTHON
FRAMEWORKS
CHAT GTP
PROMPT SKILLS

COURSES

Frontend Developer - PLATZI

Generative AI: Introduction and Applications - IBM

Python for Data Science, AI & Development - IBM

tecnico en informatica - F
CARLOS SLIM

programacion basica - PLATZI

Microsoft Licensing Solutions
Expert SMB - MICROSOFT

Microsoft 365 Certified:
Fundamentals - Microsoft

Licensing Specialist: Azure
solutions - Microsoft