



# MATIAS FERRERAS

## Technology/Communications

### 👤 About Me

Experienced Technical Support Engineer with a strong background in IT, data analysis, and API troubleshooting. Successfully optimized support processes. Skilled in API management, process automation, and improving technical workflows. Passionate about AI tools, website building, and continuous improvement. Fluent in Spanish and English.

### 📞 Contact

#### 📍 Location

Wroclaw

#### 📞 Phone

+48 515 465 342

#### ✉ Email

ferrerasmatias@outlook.com

#### 🇪🇸 Nationality

Spanish and Argentinean

#### 📅 Date Of Birth

06/02/1992

#### 🚗 Drivers Licence

AM A1 A2 A B

### 💻 Skills

- HTML, CSS, BOOTSTRAP, React, Javascript, Express-Node.js
- SQL, Visual Studio, GIT, Azure
- REST APIs, Postman, SwaggerHub, Stoplight, Data Analysis, Troubleshooting, Process Automation
- Jira, Confluence, Power BI, MS Office, Slack, Microsoft Teams, Google Workspace

### 📖 Courses

- Developed responsive web applications using HTML5, CSS, BOOTSTRAP, REACT and JavaScript
- Learned best practices for cybersecurity, including encryption and endpoint protection

### 🎓 Educational background

#### ⚡ Electromechanical Technician Automotive

- Assembly operations, electrical circuits and electronic devices.
- Engines and electric functionality
- Analysis of risks connected to security conditions.
- Informatics Technology and communications.

### 🗣 Languages

- Spanish (Native)
- English (Advanced)
- Polish (Intermediate)

### 🎮 Hobbies

- Riding Speedway, Swimming, Gym, Traveling, Car Industry, Gaming Industry, Football, Motorsports.

### 💼 Experience

#### Product Support Engineer (Feb 2024 - Current)

- Work with API technologies, including REST APIs, Postman API, Stoplight, SwaggerHub, Web Services API, and OpenAPI Specification.
- Investigate, diagnose, and resolve complex technical issues for external customers via email, GitHub, screen sharing, live chat, and other communication channels.
- Act as a point of contact for support colleagues and internal teams, such as development, ensuring effective issue resolution and knowledge sharing.
- Identify software bugs and define tasks for resolution, coordinating with the support and engineering teams as needed
- Develop internal tools and improve documentation to enhance support processes and customer self-service capabilities.
- Continuously seek ways to improve issue resolution efficiency and enhance customer support experiences.

#### Data Analyst - Capgemini (2021-Feb 2024)

- Conducted data investigations and gathered insights from primary and secondary sources, utilizing tools like MS Office and Microsoft SQL Server.
- Prepared reports for the company's main client, Microsoft, ensuring accuracy and relevance.
- Collect and analyze data using internet research and commercial database platforms to support business decisions.
- Collected and analyzed data using SQL, Excel, Internet Research and other tools.
- Evaluate Spanish proficiency during candidate interviews to support recruitment processes.

#### Senior Process Executive - Cognizant (2020-Apr 2021)

- Working Utilize Excel, SAP, Azure Portal, Power BI, and other internal tools to extract and manage required documentation
- Oversee and manage payment transactions, ensuring accuracy and compliance with internal procedures
- Update internal databases, respond to queries, and resolve issues to ensure data integrity and efficient operations..

#### Web and mobile Data Analyst - Accenture (2018 -2020)

- Full sites analysis and approval for developers to introduce monetizable advertisements.
- Analyze websites and determine optimal ad positioning
- Support quality control processes for projects in Krakow and Dublin
- Evaluate applications in both Spanish and English to ensure compliance and functionality.

#### Customer Service and Mechanic Assistant - Repsol Spain (2017-2018)

- Working with clients in the Automotive sector.
- Sale of products for the vehicles.
- Provide support to lead Mechanic in various automotive repair and maintenance tasks.