



MATIAS FERRERAS

Technology/Communications

About Me

Technical Support Engineer and Native Spanish Speaker with a strong background in IT, data analysis, and support engineering. Skilled in troubleshooting, customer success, and process optimization, with a passion for product support and cross-functional collaboration. Proven ability to improve technical services and streamline support operations. In addition to my technical expertise, I develop websites, ride speedway, travel, work out at the gym, swim, and maintain a healthy lifestyle.

Contact

Address

Psie Budy 18/19, 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

- Familiar with, CSS, Bootstrap, JS, Express - Node.js, React, SQL, Visual Studio, GIT, Github, Gitlab.
- Jira, Confluence, Power BI, MS Office, Windows, Azure.
- Research, Effective communications skills, proactive, time management.

Courses

- Excel, HTML 5, Advanced CSS Flexbox, SQL, Javascript fundamentals.
- Security, Endpoint Protection, Encryption.

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

- Swimming, Traveling, Languages, IT, Mechanics, Motorsports.

Experience

Product Support Engineer (Feb 2024 - Current)

- API, REST APIs, Postman API, Stoplight, Swaggerhub, Web Services API, openAPI Specification, API troubleshooting
- Troubleshoot, perform in-depth investigations and solve complex technical support issues with external customers (via email, GitHub, screenshare, live chat etc)
- Collaborate with and be a point of contact for fellow support colleagues and other internal organisations (e.g. development)
- Identify fixes to bugs and define tasks for these to be implemented either by the support team or by other engineering teams
- Develop tools and enhance documentation to improve support processes
- Look for ways to improve productivity of issue resolution and better ways to help customers.

Data Analyst - Cargemini (2021-Feb 2024)

- Conducting investigation and acquiring data from primary or secondary sources.
- Using internal tools such as MS Office, Microsoft SQL Server for data analysis cleansing and verification.
- Creating reports for the company's main client, Microsoft..
- Gathering necessary data based on internet research and using commercial database platforms.
- Working with many languages in a multicultural environment.
- Dealing with short-term deadlines and focusing on detail.
- Checked Spanish proficiency in candidate's interviews.

Senior Process Executive - Cognizant (2020-Apr 2021)

- Working with Excel and SAP to extract required documentation, Azure Portal, PowerBI, and other company tools.
- Handling payment process.
- Updating internal databases and responding/resolving queries.

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

- Full sites analysis and approval for developers to introduce monetizable advertisements.
- Web analysis, ads positioning.
- Quality assistance for the project in Krakow and Dublin.
- App reviewing in Spanish and English.

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.