



EDUCATION

Bachelor's Degree: Information Technology (ongoing)

Ensign College

Associate's Degree: Information Technology

Ensign College

LICENCES AND CERTIFICATIONS

Security, Compliance and Identity Fundamentals

Microsoft, 2024

TestOut Network Pro

TestOut Security Pro

TestOut Linux Pro

TestOut PC Pro Certification

TestOut Corporation, 2023

LANGUAGES

English: Fluent; Spoken and written

Spanish: Fluent; Spoken and written

Portuguese: Fluent; Spoken and written

PROFESSIONAL SUMMARY

With over eight years of experience spanning various technical support and analytical roles, I bring a wealth of expertise in troubleshooting complex issues, optimizing processes, and leading teams to success. My background includes hands-on experience in application support, system analysis, and client relationship management across diverse industries. From diagnosing technical glitches to fostering efficient workflows, I excel in delivering top-notch support while driving continuous improvement initiatives. As a seasoned professional committed to excellence, I thrive in dynamic environments where innovation and collaboration are paramount.

CORE COMPETENCIES

- Technical Proficiency:** Demonstrated through roles such as Senior Support Engineer and Tech Support Lead, the individual exhibits strong technical skills in diagnosing and resolving complex technical issues related to software, systems, and infrastructure. This competency involves utilizing database queries, debugging application code, and providing support for a range of applications and technologies.
- Leadership and Team Management:** Shown in positions like Tech Support Lead and Application Support Shift Leader, the individual displays leadership abilities in leading and guiding teams to achieve organizational goals. This includes providing mentorship, overseeing team objectives, and implementing strategies to enhance team efficiency and effectiveness.
- Process Improvement and Documentation:** Illustrated through roles such as Process Analyst and Metering Specialist Supervisor, the individual exhibits a focus on process improvement and documentation. This includes analyzing processes, identifying areas for enhancement, and maintaining comprehensive documentation to facilitate knowledge sharing and operational efficiency.

SKILLS

- Technical troubleshooting
- Database querying
- Application debugging
- Project coordination
- Client communication
- System documentation
- Team leadership
- Metering supervision
- Complaint resolution
- Performance monitoring
- Escalation management
- Process improvement
- Reporting and analysis
- Customer support
- Training and mentoring
- Regulatory compliance
- Process documentation
- SQL Development experience

PROFESSIONAL EXPERIENCE

Tech Support Lead | NetRefer

Dec 2022- Present

- Lead a team of technical support specialists, providing guidance, mentorship, and support to ensure high performance and achievement of team goals.
- Serve as the primary point of contact for complex technical issues escalated from lower-tier support teams or directly from clients. Troubleshoot and resolve technical issues efficiently to ensure customer satisfaction.
- Develop and implement strategies to improve the efficiency and effectiveness of technical support operations. This may involve optimizing workflows, implementing new tools or technologies, and refining support processes.
- Monitor key performance metrics, such as response times, resolution rates, and customer satisfaction scores. Generate reports to track performance trends and identify areas for improvement.
- Establish escalation procedures to ensure that critical issues are promptly addressed and resolved. Serve as a point of escalation for particularly challenging technical issues or dissatisfied customers.

Senior Support Engineer | Mercedes-Benz.io

Jul 2022- Dec 2022

- Diagnose and resolve complex technical issues reported by customers or internal teams related to software systems.
- Provide timely and effective support to clients or end-users, including troubleshooting technical problems, answering inquiries, and offering guidance on product usage.
- Act as a point of escalation for challenging technical issues, coordinating with other teams or departments to ensure prompt resolution.
- Create and maintain comprehensive documentation such as knowledge base articles, FAQs, and troubleshooting guides to assist customers and internal teams.
- Monitor the performance and health of systems and applications, proactively identifying potential issues and implementing solutions to prevent downtime or disruptions.

Application Support Shift Leader | Sofyne

Jan 2020-Jul 2022

- Provided technical assistance to key users responsible for deploying the solution on various sites, offering guidance and support as needed to ensure successful implementation.
- Oversaw the development and implementation of corrective code necessary for maintenance activities, ensuring the integrity and stability of the supported applications.
- Participated in the improvement of internal tools and processes related to application support, identifying areas for enhancement and implementing changes to increase efficiency and effectiveness.
- Managed the Application Support Team during night shifts, ensuring smooth operations and timely resolution of issues in accordance with established procedures.
- Managed team objectives, including validating ticket assignments, achieving weekly objectives set by the head of support, ensuring adherence to SLAs for each customer.
- Managed client expectations regarding the priority of support issues, particularly for Level 2 (L2) and Level 3 (L3) incidents, ensuring timely and appropriate responses to critical issues.
- Query Performance tuning
- PL/SQL development and debugging

Analytics and Support Analyst | SmartestEnergy

Aug 2019- Nov 2019

- The analyst was responsible for identifying and implementing efficiency opportunities by continuously improving processes within the organization.
- Generated reports, analyzed performance data, and provided insights and forecasts for various sectors including Industrial & Commercial (I&C), Renewables, and Smartest Asset Optimization (SAO).
- Developed and delivered customized reports and recommendations to support ongoing business decisions and met specific customer reporting requirements.
- Assisted in resolving reporting data gaps by identifying discrepancies and implementing solutions to ensure data accuracy and completeness.
- Actively participated in the development of new reports and capabilities to enhance data analysis and decision-making processes within the organization.

Business Analyst | OOCL Logistics

Nov 2018- Aug 2019

Identified and implemented efficiency opportunities by continuously improving processes.

- Generated reports, analyzed performance data and provided insights and forecasts for various sectors such as Renewables and SAO.
- Ensured the delivery of consistent reporting structures across different sectors like I&C, Renewables, and SAO to maintain uniformity and reliability in reporting.
- Developed and delivered customized reports and recommendations to support ongoing business decisions and meet specific customer reporting requirements.
- Assisted in resolving reporting data gaps by identifying discrepancies and implementing solutions to ensure data accuracy and completeness.
- Actively participated in the development of new reports and capabilities to enhance data analysis and decision-making processes within the organization.

Application Support Analyst | Flow Energy

Apr 2018- Nov 2018

- Diagnosed and resolved issues related to Flow Energy's applications by analyzing logs, error messages, and user-reported incidents.
- Provided timely assistance to end-users by responding to queries, resolving technical issues, and offering guidance on using Flow Energy's applications effectively.
- Monitored the performance and health of critical applications, identified potential problems, and took proactive measures to prevent downtime or disruptions.
- Maintained comprehensive documentation of application configurations, troubleshooting procedures, and support resolutions to facilitate knowledge sharing and enhance team efficiency.
- Managed and prioritized incoming support tickets or incidents, ensuring timely resolution according to agreed-upon SLAs.

Process Analyst | Flow Energy

Feb 2018- Apr 2018

- Ensured that processes aligned with regulatory standards and made recommendations for adjustments as necessary.
- Consistently documented and defined processes to ensure a seamless client experience.
- Maintained accurate and up-to-date process documentation to facilitate training and operations.
- Worked closely with the Training Team to ensure training materials were accurate and reflected current processes.
- Provided input and updates to training materials based on changes in processes or systems.
- Assisted Customer Service (CS) in handling customer complaints by liaising with relevant departments.
- Escalated complaints as necessary and ensured resolution in line with CS objectives and business processes.

Metering Specialist: Supervisor | Flow Energy

Jun 2016- Jan 2018

- Oversaw the installation, maintenance, and replacement of energy meters, ensuring accuracy and reliability of metering equipment.
- Supervised a team of metering technicians or specialists, providing guidance, training, and support to ensure efficient and effective operations.
- Investigated metering issues, identified root causes of discrepancies or malfunctions, and implemented corrective actions to resolve problems promptly.