



Jeremy Saballos

Front End Developer and IT Specialist

CONTACT ME

☎ +505 8632 2805

✉ jeremy.saballos@icloud.com

EDUCATION

SEO, Social Media and Digital Marketing

Udemy

2022 - Present

Full Stack Web Developer

Udemy

2023 - Present

Computer Engineering

Universidad Nacional de Ingenieria

2021 - Present

Introduction to Cybersecurity

Cisco Networking Academy

2022

Cybersecurity Essentials

Cisco Networking Academy

2022

Networking Devices and Initial Configuration

Cisco Networking Academy

2022

SKILLS

- Problem Solving
- Attention to Detail
- Teamwork

WORK EXPERIENCE

VVOIP and Business Applications Product Specialist

2022-2023

Webhelp

Worked for a cloud communications company where my job role was to help with any issue related to Microsoft Products (MS Exchange Email, Microsoft 365, Microsoft 365 Apps, Outlook, and Email Archiving), VoIP Hardphones and Softphones.

Also managed DNS records for domains (MX, SPF, CNAME and DKIM), worked with huge Desk-Phone distributors to help install pre-provision/enhanced phones so they can them installed in contact centers.

My responsibilities were:

- Resolve technical issues via incoming phone calls from Technical and Non-technical users.
- Applied technical knowledge to analyze, diagnose, troubleshoot, and resolve complex customer issues with ownership.
- Updated and Maintained records in our customer database (Oracle and Excel)
- Kept direct and effective communication with our clients to ensure functionality of all devices.

Networking and Hardware Specialist - SME

2020 - 2022

Ibex Global

Worked for a developer of android point of sale software company where I provided technical support to its users, from troubleshooting hardware problems to configuring routers and wireless access points.

I diagnosed and fixed problems related to card readers, printers and back-end devices that were not running properly in a timely fashion. Setup managed and/or unmanaged switches for big companies with their on-site IT's help and other personnel (if necessary).

My responsibilities were:

- Support Customer through issues and questions surrounding devices connectivity, devices best practices, software issues, and all corresponding troubleshooting.
- Update and maintain records in their customer database (Salesforce).
- Provision Routers and or Switches to the company's standards.
- Communicate and influence new ideas for improvement with a solutions oriented mindset