

JULIO ROBERTO ALVAREZ VILLATORO

AI Technical Support Manager — Blockchain Technical Leader — DeFi Support Specialist

📍 Guatemala City, Guatemala | Remote Work Available

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Available for immediate start | Open to relocation | 18+ Blockchain Certifications

PROFESSIONAL SUMMARY

AI Technical Support Manager with 8+ years of experience leadership in high performing teams and implementing AI solutions with 5+ years specializing in Crypto and Blockchain customer success across worldwide users at PayPal. Expert in building empathetic, solution-focused support cultures while implementing cutting-edge AI-driven automation. Successfully managed blockchain-related support cases with high customer satisfaction rate, personally resolving complex Crypto issues. Deep technical understanding of DeFi protocols, smart contracts, and Web3 technologies combined with exceptional people leadership skills. Proven ability to guide users through the complexities of managing digital assets while building trust through communication.

LEADERSHIP & CUSTOMER SUCCESS ACHIEVEMENTS

- **Specialized in PayPal's cryptocurrency support** assisting users with Bitcoin, Ethereum, Litecoin, and Bitcoin Cash transactions, wallet integrations, and digital asset education
- **Consistently exceeded SLA compliance targets** while leading technical support team across multiple time zones at MetLife with demonstrated performance improvements
- **Implemented AI-powered automation solutions** that significantly reduced ticket resolution times through comprehensive team training programs and workflow optimization
- **Developed comprehensive crypto knowledge base** helping users navigate blockchain transactions, gas fees, and wallet security best practices
- **Built automated trading systems** for personal crypto portfolio management with documented ROI performance while gaining deep understanding of user trading challenges
- **Achieved multi-chain expertise** through hands-on token creation and smart contract deployment on BSC mainnet and testnet, including successful JRA token project

PROFESSIONAL EXPERIENCE

MetLife

AI Technical Support Manager

Remote, United States

August 2022 – Present

- Lead and mentor a technical support team across multiple time zones, maintaining consistent 24/7 coverage and high SLA performance standards
- Implemented AI-powered ticketing system using Natural Language Processing, achieving substantial reduction in average resolution times
- Designed and deployed automated workflows that handle a significant portion of L1 tickets without human intervention, improving team efficiency
- Collaborate with Product, Engineering, and Sales teams to develop customer-centric solutions that measurably improved client retention rates
- Manage escalation procedures for enterprise clients, personally resolving critical high-impact issues requiring immediate attention
- Created comprehensive security protocols following industry best practices and compliance standards including SOC 2 requirements
- Analyze customer interaction data using business intelligence tools like Tableau and Power BI to identify trends and proactively address recurring issues

Key Technologies: OpenAI API, ChatGPT Integration, Claude AI, Python, ServiceNow, Zendesk, AWS, Docker, Tableau, Power BI

PayPal

Crypto Support Specialist & IT Manager

Remote, United States

February 2020 – July 2022

- Specialized in cryptocurrency support for PayPal's digital asset platform, helping users with Bitcoin, Ethereum, Bitcoin Cash, and Litecoin transactions
- Assisted users with blockchain transaction troubleshooting, wallet management, gas fees optimization, and understanding confirmation processes
- Led support team operations while personally handling complex crypto-related escalations and technical issues requiring specialized knowledge
- Developed expertise in explaining technical blockchain concepts in accessible, user-friendly language for customers of all experience levels
- Created comprehensive training materials and knowledge base articles covering digital asset security, transaction fees, and best practices
- Built trust with crypto newcomers by providing patient, empathetic guidance through their first digital asset experiences
- Collaborated with compliance teams on KYC/AML procedures and helped users understand regulatory requirements
- Consistently achieved high customer satisfaction rates while handling sensitive financial transactions and security concerns

Key Technologies: PayPal Crypto Platform, Blockchain APIs, Salesforce Service Cloud, JIRA, MySQL, JavaScript, KYC/AML Systems, Compliance Tools

Telus International

Customer Service Specialist

Guatemala City, Guatemala

May 2019 – November 2020

- Provided technical support for telecommunications services, consistently resolving high volumes of daily tickets while maintaining excellent customer satisfaction ratings
- Identified and documented recurring network connectivity issues, contributing to infrastructure improvements that benefited thousands of users
- Developed proactive monitoring approaches that significantly improved service disruption detection times compared to previous methods
- Mentored junior team members, contributing to measurable improvements in overall team performance metrics across environments

Key Technologies: CRM systems, Network diagnostic tools, Linux, Windows Server

MANAGEMENT & LEADERSHIP EXPERTISE

- **Team Development:** Led support teams with focus on crypto knowledge transfer and empathetic customer communication across multiple organizations
- **Process Optimization:** Streamlined crypto support workflows balancing technical accuracy with user-friendly explanations
- **Crisis Management:** Expert in de-escalating crypto transaction disputes and wallet security concerns
- **Training & Mentorship:** Created comprehensive crypto onboarding programs that significantly reduced new hire ramp-up time
- **Cross-functional Collaboration:** Bridge communication between technical development teams and customer-facing operations
- **User Experience Advocacy:** Translate customer pain points into actionable product improvements for crypto platforms

PERSONAL BLOCKCHAIN DEVELOPMENT PROJECTS

JRA Token Development & Deployment | *Solidity, Remix, BSC, Web3.js*

2023-2024

- Created and deployed custom ERC-20 token "JRA" on Binance Smart Chain mainnet and testnet environments
- Gained hands-on experience with smart contract development, gas optimization, and token economics implementation
- Developed deep understanding of user experience challenges in token interactions and wallet management

NFT Creation & Marketplace Experience | *OpenSea, IPFS, Metadata Standards* 2023

- Designed, minted, and managed personal NFT collections understanding the full creator and collector experience
- Experienced firsthand the common user challenges with NFT transactions, metadata loading, and marketplace navigation

Automated Trading & Portfolio Management Bots | *Python, Binance API, Web3.py* 2022-2024

- Built custom trading bots monitoring Binance for significant transactions with real-time alert systems
- Developed automated wallet management system for personal portfolio with buy/sell execution capabilities
- Created MetaMask integration for automated DeFi interactions and arbitrage opportunities across multiple DEXs
- Implemented smart contract interaction scripts for optimized trading across different protocols

Multi-DEX Arbitrage System | *Web3.py, Ethers.js, Pancakeswap, Uniswap APIs* 2023-2024

- Built automated arbitrage detection system across multiple decentralized exchanges
- Integrated with various smart contracts for optimized trade execution and gas management
- Real-world experience with slippage, MEV, and transaction timing challenges that users face daily

TECHNICAL & CUSTOMER SUPPORT EXPERTISE

AI & Automation: OpenAI API, ChatGPT Integration, Claude AI, Claude Computer Integration, TensorFlow, Automated Workflow Design, Zapier, n8n

Programming & Automation: Python, JavaScript, API Integration, Automation/Scripting, Claude AI Integration, REST APIs, Git/GitHub

Customer Support Platforms: Zendesk, Freshdesk, ServiceNow, JIRA Service Management, Salesforce Service Cloud, HubSpot

Live Chat & Communication: Slack, Microsoft Teams, Discord community management

Blockchain Networks: Binance Smart Chain (Mainnet/Testnet), Ethereum, Polygon, Solana - hands-on deployment experience

Smart Contract Development: Solidity, Remix IDE, Hardhat, Web3.js, Web3.py, Ethers.js - personal project experience

Crypto Trading & DeFi: Binance API integration, PancakeSwap, Uniswap, MetaMask automation, arbitrage strategies

Wallet Technologies: MetaMask integration, Trust Wallet, personal wallet management, multi-sig understanding

Trading Bot Development: Python automation, API integration, real-time data processing, alert systems

NFT & Token Standards: ERC-20, ERC-721, token deployment, IPFS metadata management, marketplace interactions

AI & Automation: Natural Language Processing, Python automation, REST APIs, data analysis with Tableau/Power BI

Languages & Communication: English (Native), Spanish (Native), technical writing, crypto education content creation

EDUCATION

Mesoamericana University Guatemala City, Guatemala

Bachelor of Systems Engineering in Computer Science *Graduated November 2019*

- Thesis: "Emergency Alert System for Neighborhood Watch Groups in Salcajá Municipality" - Designed and implemented IoT-based community security system using Arduino, PHP/Laravel, and mobile applications, reducing emergency response time and improving coordination for 5-zone municipal area covering 300-meter radius per station
- Relevant Coursework: Database Design, Network Architecture, Software Development, System Analysis

BLOCKCHAIN & LEADERSHIP CERTIFICATIONS

• **Master Ethereum & Solidity Programming** - Udemy (2022)

• **Web3 Development Bootcamp** - Udemy (2022)

• **Customer Success Management** - HubSpot (2023)

• **Team Leadership in Tech** - LinkedIn Learning (2023)

• **Ethereum Blockchain Developer** - Udemy (2021)

• **Bitcoin y Blockchain** - Platzi (2022)

• **Introducción a Solana** - Platzi (2022)

• **Creación de NFTs** - Platzi (2022)

• **DeFi & Smart Contracts** - Platzi (2022)

• **Binance Exchange Advanced** - Platzi (2022)

• **Technical Support Management** - ITIL (2022)

• Plus 7 additional specialized crypto certifications

CRYPTO ENTHUSIASM & PRACTICAL EXPERIENCE

Methodologies: Agile, Scrum, Kanban, ITIL, Six Sigma basics

Active Crypto Participation: Personal token creator, NFT artist, DeFi yield farmer and automated trading system developer

Awards: Employee of the Quarter Q3 2023 (MetLife), Excellence in Customer Service 2021 (PayPal)

Real-World Understanding: Experienced the full spectrum of crypto user challenges from gas to failed transactions

Continuous Learning: Self-taught blockchain developer with practical experience in smart contract deployment and optimization, currently studying Machine Learning integration with blockchain

Availability: Remote work , Willing to travel, flexible in time zones