

MATIAS OCHOA TUÑON

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Profile

Results-driven Senior Technical Support Engineer and Full Stack Developer with over three years of experience specializing in developing internal tools to optimize efficiency. Strong problem-solving skills, a quick learner, and adept at incident management and troubleshooting. Passionate about automation, front-end, full stack development, and data analytics.

Education

Multi-platform App Development

MEDAC | Coursing last year (online)

Full Stack Development with React, TypeScript, NodeJS (+89 hours)

Udemy | 2024

Web Development (HTML, CSS, JavaScript, PHP, SQL)

Udemy | 2023

Javascript Algorithms and Data Structures

freeCodeCamp | 2022

Responsive Web Design

freeCodeCamp | 2021

Business Administration (Argentina)

Universidad Empresarial Siglo 21 | 2016 - 2019

Work Experience

Microsoft Iberica

Senior Technical Support Engineer | Feb 2024 - Present

- Develop automated solutions to streamline internal tasks, improving efficiency.
- Full Stack Development for internal tools.
- Service engineering and incident management.
- Data analysis for product improvement.
- Continue responsibilities from the previous role.

Microsoft Iberica

Technical Support Engineer | Jan 2023 - Feb 2024

- Provided support to top-tier clients.
- Managed and resolved incidents efficiently.
- Conducted data analysis for troubleshooting and reporting.
- Developed front-end solutions for an internal hub.
- Participated in on-call rotations for larger incidents.

Xandr

Senior Analyst Product Support | Sept 2021 - Jan 2023

- Provided technical support to clients.
- Analyzed case trends to identify recurring issues.
- Led pilot projects for new products before production release.
- Troubleshoot and debugged client campaigns.

SKILLS & TECHNOLOGIES

Programming Languages & Frameworks: React (Vite, NextJS, Zustand, ContextAPI, React Router DOM, Tanstack query), JavaScript, TypeScript, MVC, NodeJS, Express, Python, HTML, CSS, Tailwind CSS, SASS, Testing with Jest and Cypress for UI

Databases & APIs: SQL, MySQL, MongoDB, REST APIs, LLD, ORMs (Mongoose, Sequelize)

DevOps & Tools: Docker, Bitbucket, JIRA, Salesforce, Azure DevOps, Azure App Services, Kubernetes, CLI

Other Skills: Agile methods, analytical thinking, problem-solving, quick learning, incident management, AdTech industry knowledge (DSPs, SSPs, Curate, Universal Pixels)

LANGUAGES

Spanish: Native

English: C1

SOCIAL

- [Web Portfolio](#)
- [LinkedIn](#)