



# Matias Ochoa Tuñón

SR TECHNICAL SUPPORT ENGINEER AT MICROSOFT

## About Me

+3 years of experience.

Specialized in developing internal tools to optimize time efficiency. Problem solver and quick learner.

## Work Experience

### Sr Technical Support Engineer

Microsoft Iberica | Feb 2024 - Now

- Developer of automated solutions to streamline tasks for internal stakeholders, enhancing efficiency and saving time
- Full Stack Developer
- Service engineering
- Data Analytics for product improvement

### Technical Support Engineer

Microsoft Iberica | Jan 2023 - Feb 2024

- Provide support to top-tier clients
- Incident management
- Data analysis
- Front End Developer for internal hub

### Sr Analyst Product Support

Xandri | Sept 2021 - Jan 2023

- Providing support to clients.
- Analysis of case trends.
- Kickoff of pilots (products to be released to production)
- Troubleshooting and debugging campaigns from clients

## Education

### Universidad Empresarial Siglo 21


Business Administration - 2016 - 2019


### Desarrollo Web Completo HTML, CSS, JAVASCRIPT, PHP, SQL


Udemy | 2023

### Javascript Algorithms and Data Structure

freecodeCamp | 2022

 615024929

 matiasmochoa@gmail.com

 Madrid, Spain

## Languages

### Spanish

Native

### English:

Advanced

## Skills

Analytical Skills

Problem Solving

Quick Learner

Incident Management

React

HTML

Tailwind CSS - CSS - SASS

JavaScript - Typescript

NodeJS - Express

Python

MySQL - MongoDB

APIs

Bitbucket

Docker

JIRA - Salesforce - AzureDevOps

## Portfolio

<https://matias-ochoa-portfolio.vercel.app/portfolio/home>