



Matias Ochoa

SR TECHNICAL SUPPORT ENGINEER AT
MICROSOFT



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Madrid, Spain

Languages

Spanish

Native

English:

Advanced

Skills

Analytical Skills

Problem Solving

Quick Learner

Incident Management

SQL

Python

Front End Development

APIs

Azure

Bitbucket

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

- Develop automated solutions to streamline tasks for internal stakeholders, enhancing efficiency and saving time
- Front End Developer
- Services engineering

Technical Support Engineer

Microsoft Iberica | Jan 2023 - Feb 2024

- Provide support to top-tier clients
- Incident management
- Data analysis of case trends
- Troubleshooting

Sr Analyst Product Support

Xandr | Sept 2021 - Jan 2023

- Providing support to clients.
- Analysis of case trends.
- Kickoff of pilots (products to be released to production)

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