Abel Rincon

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Information Technology professional with 4+ years of experience in supporting and customizing technical solutions. Skilled at building strong client relationships, troubleshooting complex issues, and training users on new technologies. Passionate about empowering others to embrace and learn new technologies.

Key Skills

- Skilled in managing client relationships for law offices utilizing MSP IT resources, including coordinating system upgrades and software updates, providing tailored solutions, and adding potential leads to the sales pipeline to drive business growth.
- Experienced in creating cross-platform testing environments by deploying Linux distributions on virtual machines within Windows, macOS, and other host systems using Oracle VirtualBox. Familiar with database programming such as MySQL.
- Proficient in programming with Python and C++ using Visual Studio, following the Software Development Life Cycle (SDLC) to design, test, and implement code. Experienced in version control by pushing and managing code repositories in Git.

Work Experience

Client Services Specialist, Innovative Computing Systems - Jun 2021 – present

- Proactively managed lifecycle for all support tickets affecting tools and services used by and reported by the different 200+ unique environments, serving as a liaison between engineering and project teams.
- Built and maintained relationships with decision-makers and C-level executives, resulting in repeat business and quality client engagement.
- Coordinated and scheduled monthly onsite support with client administrators and engineers for 20+ on-prem environments. Managed software licensing renewals, quotes, and invoices. Collaborated with accounting to efficiently resolve billing inquiries.
- Gained expertise in comprehensive technology solutions for law firms, including cloud-hosted infrastructure and workstations, cybersecurity, managed IT services, email and messaging, backup and disaster recovery, document management systems, telephone systems, and ERP systems.

Member Support Specialist, uShip - Jan 2015 – May 2020

- Educated over 500 members on company policies through interactive training sessions, resulting in a 25% reduction in policy-related inquiries and an increase in client interaction by 10%.
- Collaborated with the engineering team to manage and resolve JIRA tickets for customer-reported bugs.
- Streamlined inbound communications, reducing average response time by 15% for global Spanish-speaking market. Resolved 90% of customer disputes on first contact, contributing to a 15% increase in customer retention.
- Translated and localized marketing content into Spanish, expanding market reach in Latin America by 10%.
- Created and implemented targeted social media posts in Spanish, increasing engagement on Facebook for Spanish-speaking users by curating posts and driving a 12% in website traffic.

Education

Austin Community College | Bachelor of Applied Science – Software Development (Expected May 2026)