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Felipe Martin

Professional Summary

Dynamic bilingual technical support professional with a proven track record at TTEC, excelling in technical troubleshooting and customer service. Adept at resolving complex issues and enhancing user satisfaction through effective communication and compliance with security protocols. Skilled in remote support and documentation, fostering operational efficiency and team collaboration.

Work History

TTEC - Customer Service/Tech Support Rep II (Bilingual)

Santa Teresa, NM [Remote]

09/2022 - Current

- Resolved customer inquiries via phone, ensuring timely responses and effective problem resolution.
- Collaborated with technical teams to troubleshoot complex issues, enhancing service quality and customer satisfaction.
- Provided Tier 2 bilingual technical support across high-volume and security-sensitive environments.
- Troubleshoot MFA lockouts, account access issues, network connectivity, and software configurations.
- Educated users on **security best practices**, including credential hygiene, phishing awareness, and secure authentication.
- Followed compliance requirements for **HIPAA, PHI, PII, and PCI DSS** when handling sensitive data.
- Documented incidents and system events in CRM/ticketing platforms with accuracy aligned to IR standards.
- Collaborated with internal teams to identify recurring user risks and enhance knowledge-base articles.
- Interpreted calls between English and Spanish to ensure clear communication during technical escalations.

Concentrix - Technical Support Representative (Tier 1)

Santa Teresa, NM [Remote]

04/2024 - 10/2024

- Resolved customer inquiries through multiple channels, ensuring timely and accurate support.

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🔗 <https://shadowbyte-sec.github.io/>

🔗 [Bold Profile](#)

Skills

- Technical troubleshooting
 - Technical support
 - Product troubleshooting
 - Remote support
 - Customer service expert
 - Call center operations
 - Software installation
 - Windows / Linux (Ubuntu/Kali), VMware
 - Networking: TCP/IP, DNS, DHCP, VPNs, packet capture
- Security:** SIEM queries (Splunk labs), malware analysis, MFA, endpoint hardening.
- Tools:** Wireshark, ticketing/CRM, syslog tools.
- Other:** Microsoft Office, documentation, root-cause analysis.

Education

- Documented technical issues and solutions in knowledge base for future reference.
- Trained new team members on support processes and software tools to enhance service delivery.
- Collaborated with cross-functional teams to troubleshoot complex technical problems effectively.
- Assisted users with **password resets, MFA configuration, identity verification**, and secure device setup.
- Ensured compliance across **HIPAA, PCI DSS, and GDPR** during troubleshooting and documentation.
- Logged technical issues and security-related events according to corporate privacy protocols.
- Provided bilingual support for escalations requiring accurate data and identity verification.

George A Veloz Enterprises Inc - Supervisor

Odessa, TX

03/2018 - 10/2021

- Supervised daily operations to ensure adherence to safety protocols and company standards.
- Supervised staff, operations, and financial reconciliation.
- Led training sessions for new staff on operational procedures and best practices.
- Streamlined workflow processes, resulting in increased efficiency across departments.
- Monitored inventory levels and coordinated replenishment to maintain optimal stock levels.
- Monitored POS systems, enforced **PCI DSS controls**, and prevented fraudulent transactions.
- Leveraged surveillance systems to detect anomalies and uphold internal security procedures.

DIF Estatal Chihuahua [Mexico] - Administrative Coordinator

Chihuahua [Mexico]

02/2011 - 12/2015

- Coordinated administrative processes to enhance operational efficiency across departments.
- Managed scheduling and logistics for meetings, ensuring timely communication and resource allocation.
- Streamlined document management system, improving access and retrieval times for staff.
- Developed training materials to onboard new employees effectively and efficiently.
- Oversaw administrative and medical data workflows in a state-run maternal-child health center.
- Implemented secure data procedures aligned with public-sector privacy frameworks.
- Maintained confidentiality of patient records and coordinated secure information flow.

05/2025

Rasmussen College

Ocala, FL

Bachelor of Science: Cyber Security

- Dean's List

08/2010

Autonomous University of Chihuahua

Chihuahua, Mexico

Bachelor of Science: Computer Engineering

- President of the Student Council
- University Counselor

Languages

Spanish



Native or Bilingual

English



Full Professional