

# Tomas Retamales

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Saratoga Springs, UT

## SUMMARY

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Analytical Technical Support representative adept at troubleshooting and resolving technical issues. Critical thinker who addresses customer support or company issues quickly. Personable and knowledgeable technician with 5 years of experience assisting customers with various hardware and software related issues.

## PROFESSIONAL EXPERIENCE

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### **Clozd – Win-Loss Analysis**

*Manager, Product Support & Implementation*

September 2022 – Present

Lehi, UT

- Handling over 1,500 internal and external support requests in a timely manner
- Built out the Support and Implementation teams from scratch
- Drove technical implementations and adoption metrics up 2000%

### **ICE Mortgage Technology (Simplifile) – E-Recording Software**

*Technical Support Analyst (Vendor Support Team)*

June 2019 – August 2022

Provo, UT

- Troubleshooting and correcting queue errors when sending XML codes to software vendors
- By closing working with Engineers, reduced the continuous error backlog from over 200 daily down to under 20
- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length

## EDUCATION

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### **Utah Valley University**

*Software Development*

August 2019 - May 2025

Orem, UT

Relevant Coursework: Object Oriented Programming, Data Structures, Algorithms, Discrete Mathematics, Web Programming, Computer Organization & Architecture, User Interface Design

## TECHNICAL SKILLS

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Programming Languages: Javascript, Python, C++, HTML, CSS, SQL, Assembly

Technologies/Frameworks: React.js, AWS, Docker, Git, REST API's

Developer Tools: Visual Studio Code, PostgreSQL, GitHub, Jira, Postman, Figma