



Diego Hernandez

PROFILE

With expertise in both web development and IT support, I am a bilingual professional who excels in delivering top-notch technical solutions. Fluent in English and Spanish, I specialize in bridging language barriers and ensuring seamless user experiences. My strong background in web development and IT support enables me to effectively resolve complex issues.

CONTACT



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Colombia



www.dahks.com

<https://github.com/wdev23>

HOBBIES



Web Dev



Running



IT support



Languages

EDUCATION

SENA

Technologist in Analysis and Development of Information Systems

2013-2015

EXPERIENCE

IT Support

Smooth Practice Solutions

2016 - 2018

IT support services to a prominent Call Center company based in New York, USA. My role encompassed delivering remote assistance, facilitating new hire training, managing software updates, offering website hosting support, and contributing to web development initiatives.

Hosting Support

Customer Success Specialist

2018 - 2024

In my role as a customer support, I served as a pivotal link between clients and our hosting services, ensuring seamless user experiences. I provided expert guidance and assistance to clients, addressing their queries, troubleshooting technical issues, and offering personalized solutions tailored to their hosting needs. Through clear communication and attentive support, I helped clients maximize the value of their hosting services, fostering trust and satisfaction in our brand."