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PROFESSIONAL SUMMARY

Bilingual customer and technical support professional with 7+ years of experience helping software users resolve issues and get started with their projects. Hands-on SaaS support includes personalized account setup, customer guidance by chat, tickets and video calls, payment configuration, and integration troubleshooting. Fluent in English and Spanish, with experience creating practical support documentation, sharing customer issues with developers, and supervising an international support team.

CORE COMPETENCIES

- Customer Setup
- SaaS Technical Support
- Payment Troubleshooting

WORK EXPERIENCE

Builderall 2019 - 2026

Selected customer support contributions at Builderall

- Worked directly in customer accounts to configure websites, autoresponders and email campaigns, offering practical improvements to help customers start their projects.
- Participated in customer-success video calls to resolve complaints and guide customers on how to get started, alongside day-to-day support through live chat and tickets.
- Supported billing, subscriptions, refund-related questions and payment configuration, including connections with Stripe, Mercado Pago and Hotmart.
- Troubleshoot integrations involving ActiveCampaign and Shopify, diagnosing connection and authentication failures, missing API keys and incomplete configuration data.
- Resolved most configuration issues directly; escalated exceptional infrastructure faults to developers with clear context and reproduction details.

Builderall 2021 - 2026

International Support Supervisor

- Managed difficult escalations and dissatisfied customers directly, using empathy, structured troubleshooting and follow-up.
- Supervised a 25-person international support team, reviewed ticket and chat quality, coached agents and identified recurring issues and process improvements.
- Created weekly performance reporting and coordinated with developers through Trello to document customer impact, reproduce bugs and validate fixes.

Builderall 2019 - 2021

Customer Support Specialist

- Delivered bilingual English/Spanish technical support for Builderall customers across LATAM, the U.S., and European markets including Italy, France, and Germany.
- Handled up to 1,800 customer support interactions across live chat and tickets in a peak month.
- Created customer-facing tutorials, internal documentation, macros, and knowledge base content to reduce repeated friction and improve resolution consistency.

Amazon Mexico Feb 2018 - Jan 2019

Customer Service Associate

- Provided Spanish-language customer service through chat, phone, and email in a high-volume e-commerce environment.
- Resolved account, order, delivery, product, and service issues with accuracy, empathy, policy compliance, and structured case documentation.
- Built a foundation in fast case assessment, de-escalation, customer communication, and quality-focused service delivery.

WORK EXPERIENCE CONTINUED

Own Online Store on MercadoLibre

3-year period before Amazon

E-commerce Entrepreneur

- Operated an online PC hardware and accessories store, selling graphics cards, memory, CPUs, and related components.
- Managed product listings, pricing, inventory coordination, customer questions, fulfillment, and post-sale service.

EDUCATION

Computer Engineering Degree

2007 - 2012

Universidad Valle del Momboy (UVM), Venezuela

- Completed degree.

SKILLS

Customer Support & Success: Personalized account setup, project-start guidance, customer escalation handling, case ownership, technical troubleshooting, customer communication.

Payments & Integrations: Billing and subscription support, refund-related support, payment configuration, Stripe, Mercado Pago, Hotmart, ActiveCampaign, Shopify; connection and authentication troubleshooting.

Documentation & Process: Customer tutorials, knowledge base content, macros, bug reproduction, developer handoff, customer impact documentation, QA review and process improvement.

Tools: Zendesk, Intercom, Trello, Slack, Loom, TechSmith, live chat, tickets, email support and screen recordings.

Languages: Spanish: native. English: fluent spoken and written. Translation-assisted multilingual support experience.

ADDITIONAL TECHNICAL BACKGROUND

- Personal project: developed and used a local-AI support assistant to retrieve customer-case context and summarize previous interactions.
- Hands-on experience using AI-assisted workflows for independent app, game and Windows tooling projects.
- Continuing independent study of JSON, HTTP requests, authentication and error responses, building on professional integration troubleshooting experience.