Pablo Álvarez

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Technical Support Engineer IV   WEBPROS   2023 — PRES

- Worked with CEOs/CTOs to deploy, optimize, and harden production servers that host thousands of businesses and apps. Solved critical infections and company-wide outages for our top global partners.
- Developed and maintained the quality of our Knowledge-Centered System (KCS) help center. Final go/no-go decision reviews on publications and redactions of the internal and public knowledgebase.

Technical Support Engineer III   WEBPROS   2022 — 2023

- Handled escalations from irate clients and severity-1 level cases. Monitored, triaged and assigned incoming requests to other agents. Onboarded and helped train and coach new-hires.
- Published and kept articles up-to-date according to customer and employee feedback. (KCS Publisher).

Technical Support Engineer II   WEBPROS   2021 — 2022

- Configured web, mail, and DNS servers. Troubleshot network, security and a variety of software (MySQL, MariaDB, MSSQL, RHEL/Debian-based, Apache, nginx, HTML, CSS, Node.js, Dovecot).
- Wrote, approved and rejected internal articles for employees to use in case resolution (KCS Approver).

L2 Technical Support Agent   TRILOGY   2020 — 2021

- Worked with the development team in resolving complex escalations and improving the product roadmap based on large-scale case analisys for several SaaS products.

Customer Service Team Leader   CONCENTRIX   2017 — 2020

- Support team leader for a group of remote/on-site technical support agents. Brought the team back to meeting KPIs. Reduced case resolution times by 30% and received a record amount of positive escalations. First ever 100% satisfaction and quality quarterly report.

Technician, Instructor, SysAdmin   MY BUSINESS   2015 — PRES

- Founder of a tech brand that creates high-end systems for businesses to increase efficiency and reduce long-term costs. Instructor for staff in Zendesk, Salesforce, MS Office, web and desktop applications.

B.Sc. (Honors) Computer Science   UNIVERSITY OF COSTA RICA   CLASS 2015

- Coursework included team management, product planning, quality assurance and analytics.
- Graphic and editorial design work done for businesses and universities. Edited and formatted books, curriculum and research papers, websites, and advertisements.
- University exam tutoring to students of many different careers by teaching fast learning and memorization techniques. All underperformers went to top their classes within two months.
- English and Spanish tutoring in both directions. C2 fluency level.