
Julio Roberto Alvarez

Technical Support Specialist Manager

Guatemala
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Professional Summary

Results-driven Technical Support Manager with 6 years of experience in IT management and customer service. Proven track record in delivering top-tier support, resolving complex technical issues, and leading teams to achieve seamless customer experiences. Adept at conflict resolution, building strong relationships, and implementing tailored solutions to ensure customer satisfaction. Seeking to leverage my technical expertise and management skills in a forward-thinking company that values innovation and client care.

- Leadership and Management
 - Technical Proficiency
 - Customer Service Expertise
 - Data Analysis & Reporting
 - Project Management
 - Cloud Computing
 - Database Management
 - Programming & AI Development
 - Bilingual Proficiency
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Professional Experience

MetLife

Technical Support Specialist Manager

United States

Aug 2022 – Present

- Lead a team of 10 people providing multi-channel support, ensuring a unified and excellent customer experience.
- Collaborate with cross-functional stakeholders to assess client needs, design, and implement tailored support solutions that meet and exceed service level agreements (SLAs).
- Develop and enforce robust support protocols, ensuring seamless issue resolution, enhanced security measures, and protection of customer assets.
- Regularly engage with customers to resolve complex technical issues, providing personalized support experiences that drive loyalty and satisfaction.

PayPal

Technical Customer Service Team Lead

United States

Feb 2020 - Jul 2022

- Provided tiered technical support, troubleshooting intricate IT issues, and ensuring swift resolutions to enhance customer satisfaction.
- Managed high-volume support requests, prioritizing issues and streamlining communication for improved customer experience.
- Created user-centric guides and resources for navigating technical platforms, significantly reducing support queries and enhancing user satisfaction.
- Delivered timely, effective solutions for escalated issues, ensuring client satisfaction and loyalty.

Telus International

Customer Service Specialist

Guatemala

May 2019 - Nov 2020

- Assisted customers in resolving a wide range of technical problems, from software setup to network connectivity issues.
 - Offered empathetic, detailed support to diverse user bases, bolstering platform confidence and retention rates.
 - Monitored technical infrastructure to anticipate and promptly address customer concerns, achieving higher satisfaction benchmarks.
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Education

MESOAMERICANA UNIVERSITY

Bachelor of Systems Engineering in Computer Science

Guatemala

Nov 2019

Skills

- **Languages:** English (Native), Spanish (Native).
- **Customer Service:** Conflict resolution, Problem-solving, Empathy, Active listening.
- **Management:** Team leadership, Performance management, Process improvement.
- **Technology:** CRM systems, Microsoft Office Suite, Basic IT troubleshooting.
- **Analytics:** Customer data analysis, Reporting, KPI tracking.
- **Programming & Development:** Python, HTML, CSS, PHP, Java, JavaScript, React.js.
- **Cloud Platforms:** AWS, Google Cloud, Microsoft Azure.
- **Analytics & Insights:** Google Analytics, Tableau, Power BI.
- **Databases:** Git, SQL, MySQL, PostgreSQL, MongoDB.
- **Operating Systems:** Microsoft Office, Windows, Windows Server, Linux, Ubuntu, Kali.
- **Customer Support Platforms:** Helpdesk: Zendesk, Freshdesk, ServiceNow, JIRA Service.
- **CRM:** Salesforce, HubSpot, Zoho CRM, Microsoft Dynamics.
- **Live Chat:** Intercom, LiveChat, Drift, Olark.
- **Knowledge Base:** Confluence, Notion, Document360, Scoop.it.
- **IT Service Management:** ServiceNow, JIRA ITSM, BMC Helix, Cherwell.
- **Remote Support Tools:** TeamViewer, LogMeIn, RescueAssist, BeyondTrust.
- **Project Management:** Asana, Trello, Basecamp, MS Project, Agile Central.
- **Customer Feedback & Survey:** SurveyMonkey, Medallia, AskNicely, Delighted.