JOSE MARIA CAMACHO CAZARES

Technical Support Agent

DETAILS

jose@jcc-cv.com
3317235375

PROFILE

Passionate and enthusiastic tech support and web designer from México, I'm a people person and team player, I'm always helping and willing to learn more.

EMPLOYMENT HISTORY

Tier 2 - Technical Support., Elementor, Remote
AUGUST 2018 − PRESENT

- Provide tier 2 support to customers all around the world about Elementor features via tickets, chat and emails.
- Troubleshooting errors such as 500, white screen, layout issues, etc. creating reports in cases we found bugs and provide workarounds to customers if possible.
- Use Helpscout, Kustomer, Monday, Slack, Trello.

Web development and design, Cayman Hosting, Guadalajara
SEPTEMBER 2016 − JUNE 2018

- Creating websites with CMS like Joomla, WordPress, shopify, magento and creating store sites with WooCommerce, learning sites with LMS and other plugins.
- I also was in contact with the client for the initial process to create the site and provide a one hour video conference to taught them how to manage the site.
- I created periodical backups for the client websites and support for any doubts and questions they had about how to manage the WordPress site.

Web designer, MB Marketing, Guadalajara
FEBRUARY 2014 − JUNE 2016

Create, manage and provide support for websites using WordPress, Joomla and dreamweaver, I also created periodical backups for website clients and create business email accounts.

We used FTP client manager (FileZila) and cPanel to upload site files and manual backups for DB.

EDUCATION

Computer Engineer, UTEG University, Guadalajara

SKILLS

WordPress

PHP

CSS

HTML

Español

English

HOBBIES

I like to play video games, I collect Star Wars figures and watching series.