



# JOSE MARIA CAMACHO CAZARES

## DETAILS

[bountyhunt93@gmail.com](mailto:bountyhunt93@gmail.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

### Technical Support, Awesome Motive (Remote)

JULY 2021 – PRESENT

Technical support at WPForms:

Technical superb support, addressing pre-sale inquiries, account-related questions, and more via email.

Collaborated closely with team members, maintaining constant communication to report issues and assist with daily inquiries.

Live Chat:

Working in Live Chat in a small team of 5 handling mostly pre-sale questions and providing basic technical support, following up with the customer, and encouraging them to purchase, upgrade, or renew.

We make reports of new sales and upgrades for our weekly meetings and manage our Saved replies. We update this based on new features, pricing, or most questions asked via chat.

### Technical Support., Elementor, Remote, Tier 2

AUGUST 2018 – JUNE 2021

- 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.

### 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 – MARCH 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 (FileZilla) and cPanel to upload site files and manual backups for DB.

### EDUCATION

UTEG University, Guadalajara

### SKILLS

Technical Support

Problem Solving

Joomla

cPanel

Adobe Dreamweaver

Web Development

Content Management

Cascading Style Sheets (CSS)

HTML

Video Game Development

Curiosity

Passionate

Trello

WordPress

Web Design

File Transfer Protocol (FTP)

Magento

WooCommerce

Event Management

Computer Engineering

PHP (Programming Language)

Marketing

Interpersonal Skills

Team Working

### LANGUAGES

English