

About me

I am a Product Support professional with experience across HR and payroll technology, SaaS, e-commerce, gaming, and financial services. I combine technical troubleshooting, product configuration, and cross-functional collaboration to support customers and resolve complex operational issues. I have experience supporting system integrations, reproducing and documenting product defects, managing business data and product configuration, creating self-service resources, and standardizing support processes to improve consistency and efficiency.

My work sits at the intersection of products, business processes, and people, where collaboration and knowledge sharing help improve products, strengthen business processes, and deliver better customer outcomes. Fluent in English and Spanish, I approach my work with a focus on clarity, transparency, and continuous improvement.

Experience

APRIL 2025 - PRESENT

Product Support Representative III – UKG, HRIS and Global Payroll Provider

- Troubleshooting external user authentication issues.
- Processing customer-specific product configuration, data management, and data compliance requests.
- Supporting upstream and downstream payroll data integrations, investigating and escalating complex issues as needed.
- Reproducing, documenting, and reporting product defects.
- Coordinating with internal and external stakeholders to provide accurate and timely resolutions for payroll-impacting incidents.
- Liaising with other support teams to deliver a cohesive support experience across multiple products.
- Educating internal and external users on expected system behavior and available self-service functionality.
- Providing guidance and mentorship to new team members.

JULY 2023 - JANUARY 2025

Applications Support Analyst – Modelit, Salesforce Consultant

- Setting, optimizing, standardizing, and documenting internal and external user support processes.
- Managing internal and external user accounts and permissions on multiple systems.
- Generating self-service documentation as well as email templates for standardized communications.
- Processing business data analysis, clean-up, management, and maintenance requests.
- Documenting and escalating bugs and feature requests to the corresponding development teams.
- Temporary stint completing manual testing tasks to aid the launch of an external platform.

MAY 2023 - JULY 2023 (PART-TIME)

User Support – Ironhide Game Studio, Video Games Developer

- Providing technical support for in-game incidents and restoring in-game purchases.
- Escalating bugs and product suggestions to development, and establishing support case management procedures.

OCTOBER 2022 - MARCH 2023

Support Analyst – Wabi Project, E-Commerce Ecosystem

- Providing support to US-based B2B customers, escalating product issues for review and development.
- Facilitating communication and cooperation internally and with external business partners to meet customer needs.
- Analyzing business data to organize and standardize business processes.
- Defining and implementing customer-facing support messaging for B2B customers.

MARCH 2022 - JULY 2022

Customer Care Officer – XM Global, Forex Broker

- Providing bilingual support and reviewing transactions to ensure regulatory compliance.

NOVEMBER 2017 - MARCH 2022

Customer Service Associate – Alorica, Business Process Outsourcer

- Providing bilingual retail and technical support via chat, phone, and email to consumers and B2B customers across North America and Spain.
- Temporary stint as Customer Service Quality Analyst in December 2018.

Education

NOVEMBER 2017

C2 Proficiency – Language Assessment, University of Cambridge

NOVEMBER 2017

Social-Humanistic Secondary Education – Liceo 28: Purificación

Certifications

FEBRUARY 2024

Salesforce Associate – Salesforce

NOVEMBER 2018

Amazon Customer Excellence System: Level 1 – Amazon

AUGUST 2018

Customer Service Quality Analysis – Amazon

Expertise

- Technical Troubleshooting
- Product Configuration
- Process Improvement
- Knowledge Management
- Cross-functional Collaboration
- Stakeholder Communication

Technical Skills

Support Platforms: • Salesforce Service Cloud • Zendesk • Freshdesk	Projects & Collaboration: • Jira • Confluence • Trello • Asana
Analytics & Feedback: • Qualtrics • Amplitude	Productivity: • Google Workspace • Microsoft 365