

JUAN PABLO RESTREPO

Technical Customer Support Specialist (*Application Support / Product Support / Technical Troubleshooting*)

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PROFESSIONAL SUMMARY

Technical Customer Support Specialist with a multidisciplinary background spanning application support, customer operations, digital products, web applications, technical production, and client-facing project delivery. Experience includes Tier 1 and Tier 2 support, complex case investigation, escalation handling, technical troubleshooting, consultative customer guidance, and ongoing support for production systems and digital applications.

Known for bridging the gap between customer needs and technical execution: understanding complex situations, translating requirements into practical solutions, coordinating across teams and vendors, and resolving issues from initial contact through delivery. Combines strong customer communication and problem-solving skills with hands-on technical development in web technologies, networking, systems administration, and automation through independent projects and a self-directed home lab.

TECHNICAL SKILLS

Operating Systems:

Windows 10/11 • macOS • Ubuntu Linux • Android • iOS

Technical Support:

Root Cause Analysis • Application Support • Remote Troubleshooting • Incident Resolution • User Account Recovery • MFA • Technical Documentation • Knowledge Base & SOP Documentation • Ticketing / Case Management • SLA Compliance • Basic Automation (Bash/Python)

Web Technologies:

HTML • CSS • Technical SEO • Schema.org • JSON-LD • PHP Forms • Web Hosting • SSL/TLS • Business Email

Networking & Connectivity:

TCP/IP • DNS • DHCP • SMB • VPN Fundamentals • SSH • Basic Network Troubleshooting

Platforms & Tools:

CRM Systems • ITSM / Ticketing Systems • Microsoft 365 • Citrix • Duo MFA

PROFESSIONAL EXPERIENCE

Customer Service Associate – Tier 1 (Application Support) | *Walmart Spark Platform via iQor — Remote* Sep 2025 - Feb 2026

- Provided Tier 1 application support for Spark Driver applicants and active drivers throughout onboarding and account lifecycle processes.
- Assisted users with account recovery, password resets, MFA verification, document uploads, insurance validation, driver's license verification, and payment account setup.
- Troubleshot authentication, application workflow, and account-related issues by analyzing user status across different onboarding stages and identifying process bottlenecks.
- Managed support cases from initial contact through resolution, documenting troubleshooting steps and escalating complex issues when necessary.

Customer Support Specialist | *ADT Security Services via Nearsol — On-site* Oct 2024 - Mar 2025

- Provided technical support for alarm systems, cameras, mobile applications, and connected devices.
- Resolved login, account access, connectivity, and device configuration issues through structured troubleshooting.
- Investigated billing discrepancies by reviewing payment history, verifying account activity, and coordinating refunds or account adjustments when appropriate.
- Diagnosed technical issues by isolating hardware, connectivity, and account-related variables, documenting findings and escalating unresolved issues when required.

Customer Support Agent — Travel | *Hopper via IGT Solutions — Remote* Apr 2025 - Aug 2025

- Managed complex travel cases involving flights, hotels, and car rentals, researching airline GDS systems, reservation rules, disruption policies, waiver codes, ticketing procedures, credits, refunds, and itinerary changes to identify viable solutions.
- Coordinated directly with airlines, hotels, rental agencies, and customers to negotiate resolutions, process reservations and payments, manage changes and cancellations, and resolve time-sensitive issues involving multiple systems and stakeholders.

Resolution Specialist – Tier 2 | *Amazon Operations Services Colombia — Remote, Direct Hire* May 2023 - Jul 2024

- Progressed from Tier 1 to Tier 2 based on investigation accuracy, case-handling performance, and ability to resolve complex customer and operational issues.
- Investigated complex cases across multiple internal systems, performed root cause analysis, and determined appropriate resolutions while complying with company policies and security requirements.
- Supported Tier 1 agents by reviewing escalated cases, explaining resolution paths, and recommending appropriate actions for issues beyond frontline authorization.
- Managed high-volume workloads while maintaining quality, productivity, documentation, and resolution standards.

Customer Service Representative | *Energy Texas via iQor Colombia — On-site* Oct 2022 - Mar 2023

- Provided customer support and technical product guidance for residential electricity and solar-energy services, developing working knowledge of energy consumption, solar generation, grid connectivity, battery storage, excess energy returned to the grid, billing, and service activation.
- Presented and sold electricity and solar service plans based on customer needs, explaining technical concepts, contract options, pricing differences, and service features, while conducting follow-ups and earning performance-based commissions.

ADDITIONAL PROFESSIONAL EXPERIENCE

Billing & Collections Support | *Credit One Bank — Remote* Jan 2022 - Jun 2022

- Processed payments and reconciled billing discrepancies for past-due accounts, evaluating discount/settlement eligibility based on payment history.

Creative Director | *Total eMarketing — Remote* Mar 2021 - Aug 2021

- Led multidisciplinary digital projects involving UX, web design, client communication, documentation, and cross-functional collaboration with development teams.

Spatial & Technical Production Designer | *Grupo Hangar — On-site* Feb 2010 - Mar 2021

- Served as the primary bridge between clients and production teams, translating client requirements into design, technical, logistical, and operational solutions and managing projects from initial concept through on-site delivery.
- Managed end-to-end event execution across technical production, logistics, vendors, permits, power distribution, lighting, sound, video, and infrastructure, including load requirements and generator sizing; resolved client and operational issues in real time throughout events ranging from individual booths to large-scale productions.

Freelance Technical Support & Web Applications | *Self-employed* Jan 2023 - Present

- Develop, deploy, and maintain production websites and web applications for a small number of long-term clients, providing ongoing technical support and operational maintenance.
- Troubleshoot hosting, DNS, SSL/TLS, business email, PHP forms, and website functionality by isolating variables, identifying root causes, and implementing practical solutions.
- Configure and maintain business email, web forms, security controls, and related services supporting reliable client operations.
- Implement website updates, technical SEO, WebAR experiences, and new features based on client requirements while providing ongoing production support.

SELF-DIRECTED TECHNICAL DEVELOPMENT

- Home lab environment using repurposed hardware for hands-on practice in Linux/Windows administration, user account provisioning, network file sharing (Samba/SSH), networking fundamentals, and Bash/Python scripting, supporting ongoing CompTIA A+, Network+, and Security+ study.

EDUCATION

Advanced English – Impact English College (Melbourne, Australia)

Spatial & Stage Design – Colegiatura Colombiana

Professional Development (Currently studying): CompTIA A+ / Network+ / Security+ • Cisco CCNA Fundamentals • Hands-on Linux Home Lab