

Carlos E. Diaz T.

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PROFESSIONAL SUMMARY

Bilingual customer and technical support professional with 7+ years of experience helping software users resolve problems. My work includes reproducing issues, documenting findings, preparing developer escalations and supervising an international support team. Alongside my professional SaaS support experience, I run personal PC and graphics tests to investigate visual problems and compare results. Fluent in English and Spanish, with a focus on clear communication and practical troubleshooting.

CORE COMPETENCIES

- Technical Support
- Troubleshooting
- Bug Reproduction

WORK EXPERIENCE

Builderall 2019 - 2026

Selected customer support contributions at Builderall

- Worked directly in customer accounts to configure websites, autoresponders and email campaigns, offering practical improvements to help customers start their projects.
- Participated in customer-success video calls to resolve complaints and guide customers on how to get started, alongside day-to-day support through live chat and tickets.
- Supported billing, subscriptions, refund-related questions and payment configuration, including connections with Stripe, Mercado Pago and Hotmart.
- Troubleshoot integrations involving ActiveCampaign and Shopify, diagnosing connection and authentication failures, missing API keys and incomplete configuration data.
- Resolved most configuration issues directly; escalated exceptional infrastructure faults to developers with clear context and reproduction details.

Builderall 2021 - 2026

International Support Supervisor

- Managed difficult escalations and dissatisfied customers directly, using empathy, structured troubleshooting and follow-up.
- Supervised a 25-person international support team, reviewed ticket and chat quality, coached agents and identified recurring issues and process improvements.
- Created weekly performance reporting and coordinated with developers through Trello to document customer impact, reproduce bugs and validate fixes.

Builderall 2019 - 2021

Customer Support Specialist

- Delivered bilingual English/Spanish technical support for Builderall customers across LATAM, the U.S., and European markets including Italy, France, and Germany.
- Handled up to 1,800 customer support interactions across live chat and tickets in a peak month.
- Created customer-facing tutorials, internal documentation, macros, and knowledge base content to reduce repeated friction and improve resolution consistency.

Amazon Mexico Feb 2018 - Jan 2019

Customer Service Associate

- Provided Spanish-language customer service through chat, phone, and email in a high-volume e-commerce environment.
- Resolved account, order, delivery, product, and service issues with accuracy, empathy, policy compliance, and structured case documentation.
- Built a foundation in fast case assessment, de-escalation, customer communication, and quality-focused service delivery.

WORK EXPERIENCE CONTINUED

Own Online Store on MercadoLibre

3-year period before Amazon

E-commerce Entrepreneur

- Operated an online PC hardware and accessories store, selling graphics cards, memory, CPUs, and related components.
- Managed product listings, pricing, inventory coordination, customer questions, fulfillment, and post-sale service.

EDUCATION

Computer Engineering Degree

2007 - 2012

Universidad Valle del Momboy (UVM), Venezuela

- Completed degree.

SKILLS

Customer Support & Success: Personalized account setup, project-start guidance, customer escalation handling, case ownership, technical troubleshooting, customer communication.

Payments & Integrations: Billing and subscription support, refund-related support, payment configuration, Stripe, Mercado Pago, Hotmart, ActiveCampaign, Shopify; connection and authentication troubleshooting.

Documentation & Process: Customer tutorials, knowledge base content, macros, bug reproduction, developer handoff, customer impact documentation, QA review and process improvement.

Tools: Zendesk, Intercom, Trello, Slack, Loom, TechSmith, live chat, tickets, email support and screen recordings.

Languages: Spanish: native. English: fluent spoken and written. Translation-assisted multilingual support experience.

PERSONAL TECHNICAL PROJECTS

- The Sims 2 with RTX Remix: Investigate distorted characters, missing textures and glass-rendering issues by reproducing problems, comparing rasterized and path-traced results, and checking possible fixes in-game. The project remains in development.
- Silicon Tuner: Test GPU configurations on my RTX 5070 and RTX 5090, comparing performance, power use and temperature. In Early Access, I also answer user questions and investigate reported issues. Recorded results are setup-specific, not proof of stability across games or hardware.
- GameStutterLab: Captured and inspected a 98.79 ms quicksave hitch in Cyberpunk 2077. Nearby disk activity is a lead for investigation, not a confirmed cause. These independent projects use AI-assisted workflows for tools; I define tests, inspect results and validate changes myself.