


# Andres Felipe Navas


Technical Support Specialist

## CONTACT

 +57 318 534 4566

 navasm.andres@gmail.com

 <https://cv.anavas.co>

 <https://www.linkedin.com/in/andres-navas-202a56b1/>

## PROFESSIONAL SUMMARY

IT professional with 4+ years of experience providing world-class technical support for web-hosting and SaaS environments. Expert in Linux CLI, WordPress, DNS, email protocols and SSL/TLS. Recognized for reducing resolution time by 20% through proactive log analysis and clear customer communication. Fast-learning team player seeking to leverage strong troubleshooting skills and customer-centric mindset in a challenging support engineering role.

## TECHNICAL SKILLS

- |                                      |                      |
|--------------------------------------|----------------------|
| - Linux (Bash, SSH)                  | - WP-CLI & WordPress |
| - PHP, HTML, CSS                     | - MySQL, phpMyAdmin  |
| - DNS & SSL/TLS                      | - Git & GitHub       |
| - AWS: EC2, S3, CloudWatch, Route 53 | - SMTP / IMAP / POP3 |

## PROFESSIONAL / PERSONAL SKILLS

- |                       |                         |
|-----------------------|-------------------------|
| - Empathy             | - Fast Learning         |
| - Conflict Resolution | - Multitasking          |
| - Self-motivated      | - Customer Service      |
| - Leadership          | - Written Communication |

## PROFESSIONAL EXPERIENCE

### Technical Support Specialist, DreamHost | Aug 2022 - Present

- Resolve ~40 daily tickets covering DNS, SSL, WordPress, email & DB issues while maintaining 98% SLA.
- Diagnose server-side problems via SSH; reduced average resolution time by 20%.
- Deploy and troubleshoot web applications with WP-CLI, boosting deployment success rate.
- Collaborate with engineering to escalate recurring bugs and improve knowledge-base documentation.

### Technical Support Consultant, QuadCode | Oct 2020 - Aug 2022

- Delivered multilingual support for an online trading platform with 2M+ users, achieving 95% CSAT.
- Managed KYC verification & payment issues (e-wallets, card, wire) ensuring compliance.
- Identified and reported price-chart glitches; coordinated fixes to minimize downtime.

## EDUCATION

B.S. Environmental Engineering - Universidad Central de Colombia, 2020

## CERTIFICATIONS & COURSES

- Cloud Computing Professional - ITCertificate (Dec 2024)
- Cloud Computing Certified Associate - ITCertificate (Dec 2024)
- English C1 CEFR - British Council, 2023
- Linux Administration & Shell Scripting - Udemy, 2023
- PHP Development - Udemy, 2023
- Cloud Computing Foundations - Google Activate, 2022
- Intro to Web Development I & II - Google Activate, 2022
- Conflict Management & Resolution, 2021
- Customer Service Excellence, 2021

## LANGUAGES

Spanish (Native) | English (C1) | Portuguese (Intermediate)

## PROJECTS

Android Application Tester - IQ Option (testing & feedback)