

CARLOS E. CARMONA M.

Technical Support & QA Engineer (Tier 2/3)

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PROFESSIONAL SUMMARY

Tier 2/3 Technical Support Engineer with **9 years of continuous experience** in the WordPress ecosystem. Expert in **advanced debugging (PHP, JS, MySQL)** and **Quality Assurance (QA)** for premium plugins at Awesome Motive. Proven track record in **Customer Success**, managing complex **Accounts & Billing** tasks (Stripe/PayPal), and actively participating in **customer retention** strategies (*unchurn* reduction). Seeking a remote role in Technical Support or Customer Success where deep technical knowledge and a prevention mindset are crucial.

PROFESSIONAL EXPERIENCE

1. Technical Support, QA & Customer Success Engineer (Tier 2/3)

Awesome Motive, Inc. (Envira Gallery, Soliloquy Slider, NextGEN Gallery/Imagely & Photocrati Theme) | May 2023 – Oct. 2025 (2 years 6 months)

- **Elite Debugging & Customer Interaction:** Managed a **high-volume ticket load**, diagnosing Tier 2/3 failures in PHP, JS, and MySQL, and communicating complex technical solutions clearly and empathetically to the end-customer.
- **Customer Retention & Financial Management:** Led projects to **reduce unchurn**. Resolved complex **Accounts & Billing** incidents, including refunds, failed payments, and disputes with **PayPal and Stripe** to retain high-value accounts.
- **Preventive QA & Documentation:** Conducted **rigorous QA testing** in staging environments prior to releases. Active contributor to the **Official Documentation and Support Knowledge Base (SKB)**, creating content that reduced recurring ticket volume.

2. Lead Web Developer

Agency Marketing Machine | Jun. 2020 – Sept. 2023 (3 years 4 months)

- **Technical Leadership:** Led the development and maintenance of the agency's web architecture.
- **Full-Stack Development:** Managed projects and developed custom front-end and back-end solutions (WordPress), ensuring code quality standards.

3. Web Developer (WordPress)

Essential IT | Jan. 2018 – Nov. 2020 (2 years 11 months)

- Responsible for the development, testing, and maintenance of client websites, ensuring performance optimization and cross-browser compatibility.
- Applied knowledge in HTML, CSS, JavaScript, and PHP in development projects.

4. Web Developer (WordPress)

LogosCorp | Mar. 2017 – Jan. 2018 (11 months)

- Developed applications and **websites using the WordPress platform**, including theme customization and plugin integration.

5. Web Developer (WordPress)

Oruga Studio | Sept. 2016 – Mar. 2017 (7 months)

- Executed WordPress-centric web development and implementation, focusing on front-end functionality and platform features.

EDUCATION

Instituto Universitario de Tecnología Venezuela

- **Degree:** Associate of Computer Science, Computer Programming
- **Period:** 2014 – 2017