

JOSÉ EDUARDO AZOTLA JIMÉNEZ

Application Support Specialist

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Professional Summary

Application Support Specialist with experience supporting enterprise SaaS platforms, troubleshooting complex application issues, and collaborating cross-functionally with Engineering, QA, Product, and Customer Success teams. Strong background in incident management, manual testing, bug reproduction, technical documentation, and customer-facing application support.

Hands-on experience with HTML, CSS, JavaScript, REST APIs, and configuration-related troubleshooting, including customer-facing portal enhancements and UI modernization. Detail-oriented and highly adaptable professional with experience working in Agile environments, supporting product improvements, and translating business needs into technical solutions.

Technical Skills

Configuration & Support: Application Configuration, SaaS Troubleshooting, Incident Management, Technical Documentation, Bug Reproduction & Validation, Root Cause Analysis

QA & Testing: Functional Testing, Regression Testing, Manual Testing, Test Case Validation, Staging & Production Validation

Development & Technologies: HTML, CSS, JavaScript, SQL, JSON, XML, REST APIs, C# (Foundational), Python (Foundational)

Tools & Collaboration: Zendesk, VS Code, Jira, Confluence, Agile / Scrum, Cross-functional Collaboration

Projects

Responsive Portfolio Build - HTML / CSS / JS

- A static portfolio built with semantic HTML, responsive CSS, accessible controls, and plain JavaScript for contact, reveal, and navigation behavior.
- Portfolio link: [Azotla.com](https://azotla.com)
- Repository link: <https://github.com/joedazojim/portfolio>

Pizza La 43 – Restaurant Website Development - HTML / CSS / JS

- Designed and developed a responsive customer-facing website for a local restaurant using HTML, CSS, and JavaScript
- Implemented an interactive digital menu experience, improving accessibility to products and pricing for customers
- Portfolio link: [Pizzeria La 43](https://pizzeria-la43.com)
- Repository link: <https://github.com/joedazojim/pizzeria43>

Professional Experience

Application Support Specialist – ARCOS (Nov 2025 – Present)

- Contributed to the redesign and modernization of the customer-facing knowledge base ('OSCAR Portal') using HTML, CSS, and JavaScript, improving usability and implementing customer-requested functionality enhancements
- Collaborate with Engineering, QA, and Product teams to troubleshoot and resolve high-impact application issues in enterprise SaaS environments
- Escalate incidents with detailed reproduction steps, technical documentation, logs, and evidence to support faster resolution cycles
- Execute manual testing, functional validation, and regression testing for bug fixes and configuration changes in staging and production environments
- Analyze REST API behavior, authentication issues, and application inconsistencies to identify root causes and configuration-related issues

Customer & Application Support Associate – ARCOS (Sep 2024 – Oct 2025)

- Resolved complex application support tickets through Zendesk while maintaining strict SLA adherence
- Conducted advanced troubleshooting involving APIs, application workflows, and technical configurations
- Documented recurring issues and troubleshooting processes

Tier 2 Technical Support Specialist - Nextiva (October 2023 – September 2024)

- Provided advanced Tier 2 technical support, troubleshooting application and service-level issues for a VoIP company.
- Assisted in identifying root causes of recurring incidents and collaborated with internal teams to improve system reliability

WFM Supervisor - XtendOps (January 2023 – September 2023)

- Supervised a team of RTAs and WFM Analysts supporting multiple brands with over 500 FTEs
- Developed staffing forecasts and created reports, dashboards, and presentations to support decision-making
- Strengthened analytical, documentation, and cross-team coordination skills

Technical Support Supervisor – XTENDOPS (Jun 2021 – Aug 2022)

- Led technical support operations for troubleshooting applications, networks, and devices
- Managed escalations and coordinated issue resolution processes
- Maintained service quality and operational performance standards for a team of around 15 – 20 agents

Education

Engineering Degree in Software Development (In Progress) – Hybridge Education