

Guillermo Rogel Mora

Quito, Ecuador (UTC-5, full overlap with US Eastern hours)

info@guillermorogel.com · +593 98 471 1407 · [linkedin.com/in/guillermo-rogel-mora](https://www.linkedin.com/in/guillermo-rogel-mora) · guillermorogel.com ·

github.com/guillermorogelm

Professional summary

Bilingual technical support specialist with over a year of experience resolving DNS, SSL, hosting and Linux server issues for a global customer base, sustaining 95% CSAT across 50+ daily tickets. Founder of QuitoWeb, running self-managed Linux infrastructure in production: Docker, VPS administration, mail servers and automation platforms. Native Spanish, C1 English. Currently focused on growing QuitoWeb.

Technical skills

Cloud and infrastructure: AWS (EC2, S3, IAM, VPC fundamentals), Linux server administration, VPS management, Docker, Docker Compose, Nginx, DNS management, SSL/TLS certificates, cPanel, WHM

Tools and platforms: Intercom, Jira, Slack, DialPad, HiBob, Git, GitHub, Chatwoot, n8n, Mailcow, Supabase, PostgreSQL, WordPress

Scripting and development: Bash, JavaScript, TypeScript, Python (basic), React, Next.js, REST APIs

Support practice: ticket triage and escalation, incident troubleshooting, technical documentation, customer onboarding, SLA management

Languages: Spanish (native), English (C1, professional working proficiency)

Professional experience

Founder and Technical Lead, QuitoWeb (part-time)

Quito, Ecuador · Aug 2025 – Present

- Deploy and maintain self-managed Linux infrastructure on a VPS running Docker, Mailcow, Chatwoot and n8n in production for business clients, including uptime monitoring, backups and incident response.
- Built and launched c16beauty.com, a bilingual online store for C.16 Beauty Studio with an AI product advisor, hair diagnosis, product routines and card payments (Next.js).
- Build and support WhatsApp-based AI assistant workflows integrating n8n, Chatwoot and LLM APIs, including human-handoff logic and escalation rules.
- Configure DNS, SSL certificates and business email for client domains end to end; develop client web applications with Next.js, React and Supabase/PostgreSQL, with Git-based version control.

Bilingual Technical Customer Success Specialist, Hostinger

Remote · Aug 2024 – Aug 2025

- Resolved 50+ daily technical tickets covering DNS propagation, SSL certificate errors, hosting configuration and server-side issues for a global customer base, maintaining a 95% Customer Satisfaction Score.
- Diagnosed and escalated complex infrastructure incidents using Intercom and internal ticketing systems, coordinating with engineering teams on root-cause analysis.
- Translated technical concepts such as DNS records, propagation delays and certificate chains into clear guidance for non-technical users across chat and email.

Bilingual Customer Service and Sales Development Representative, WindshieldHUB LLC

Cuenca, Ecuador · Mar 2024 – Jun 2024

- Handled an average of 50 inbound and outbound calls daily for the US market, conducting 95% of interactions in English.
- Qualified leads and coordinated service logistics using DialPad and an internal CRM; resolved disputes and scheduling conflicts across multiple US time zones.

Community Manager and Customer Service Lead, Hostal La Querencia

Cuenca, Ecuador · Jan 2022 – Jan 2024

- Managed reservations and bilingual guest communications for international travelers, improving guest ratings across booking platforms.

Certifications

- AWS Certified AI Practitioner (AIF-C01)
- AWS Certified Cloud Practitioner (CLF-C02)
- In preparation for 2027: AWS Solutions Architect – Associate (SAA-C03) and Terraform Associate

Education

Universidad San Francisco de Quito (USFQ)

Quito, Ecuador

- Finance and Business Administration, in progress (since August 2026)
- Computer Science coursework until May 2026: programming, data structures, web development