

Guillermo Rogel Mora

Quito, Ecuador • guillerogel@hotmail.com • +593 97-885-2647 • linkedin.com/in/guillermo-rogel-mora

Experience

Hostinger Remote
Bilingual Technical Customer Success Specialist Aug 2024 – Aug 2025

- Maintained a 95% Customer Satisfaction Score (CSAT) while handling 50+ daily tickets regarding DNS, SSL, and Hosting configurations via chat and email, translated complex technical concepts (DNS propagation, SSL errors) into easy-to-understand language for non-technical users
- Mastered the use of Intercom and internal ticketing systems to diagnose and resolve complex technical issues for a global client base.
- Collaborated with cross-functional teams to report technical bugs and improve platform usability, ensuring rapid turnaround times and high client retention.

WindshieldHUB LLC Cuenca, Ecuador
Bilingual Customer Service & Sales Development Rep (SDR) Mar 2024 – June 2024

- Executed 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 proprietary internal CRM software, ensuring accurate data tracking.
- Resolved customer disputes and scheduling conflicts efficiently across multiple US time zones, consistently meeting weekly service targets.

Hostal La Querencia Cuenca, Ecuador
Community Manager & Customer Service Lead Jan 2022 – Jan 2024

- Spearheaded social media management and content creation, resulting in increased booking inquiries from international tourists.
- Managed reservations and provided personalized bilingual concierge services, significantly improving guest ratings on booking platforms.

QuitoWeb (Freelance Project) Quito, Ecuador
Freelance WordPress & Technical Consultant Aug 2025 – Present

- Design and deploy custom landing pages and websites for local businesses using WordPress and hosting management tools.
- Manage end-to-end client relationships, from requirements gathering to final delivery and technical support.

Education

Universidad San Francisco de Quito (USFQ) Quito, Ecuador
Bachelor of Science in Computer Science 2025 - Current
Relevant Coursework: Programming, Data Structures, Web Development.

Universidad Católica de Cuenca Cuenca, Ecuador
Law Studies (Completed 1 year) 2023 – 2024

Skills & Interests

Languages: Spanish (Native), English (C2 - Advanced/Bilingual).

Technical Support: DNS Management, SSL Certificates, Web Hosting, cPanel, Troubleshooting.

Software & Tools: Intercom, Jira, HiBob, DialPad, Slack, MS Office Suite, WordPress.

Soft Skills: Phone/Chat Etiquette, Problem Solving, Negotiation, Customer Relationship Building.