

César Alejandro Vanegas Alvarado

Managua, Nicaragua | + 505 8656 0080 | csartech@justcsar.site | justcsar.site

BILINGUAL TECHNICAL SUPPORT SPECIALIST

English and Spanish | Valid U.S. travel visa

Summary

Bilingual support professional with 4+ years of combined experience in technical support, customer service, and operations. Hands-on experience with Xbox consoles, PC gaming, connectivity, and account troubleshooting. Owned escalated cases through resolution and supported 10 new agents through an internal Team Lead Apprentice assignment.

CORE SKILLS & TOOLS

- **Technical support:** Hardware and software troubleshooting, Wi-Fi and routers, NAT, DNS, remote PC support, driver updates, account recovery, digital licenses, and subscriptions.
- **Service delivery:** Root-cause investigation, escalation ownership, case documentation, SLA-driven support, customer communication, coaching, and documentation review.
- **Tools:** Microsoft Dynamics, Microsoft Remote Desktop Connection, Xbox internal support tools, Microsoft Copilot, Google Workspace, and Shopify.

Professional Experience

Technical Support Specialist

Concentrix | Microsoft Xbox Support

Managua, Nicaragua

02/2024 – 08/2026

- Handled 80+ daily cases across phone, chat, and email, maintaining a 4.8/5 CSAT score within strict SLA requirements.
- Diagnosed connectivity issues using router restarts, wired versus Wi-Fi testing, NAT checks, DNS configuration, connection tests, and ISP outage identification.
- Delivered remote PC troubleshooting through Microsoft Remote Desktop Connection, investigating performance and gaming issues, checking and updating drivers, resolving technical problems, and escalating unresolved cases.
- Troubleshot console hardware, game crashes, account recovery, subscriptions, and licenses; supported purchases, refunds, cancellations, warranties, and device orders.
- Coordinated escalations with internal teams, including Engineering, communicated timelines and email updates, and followed cases through resolution and closure.
- Asked diagnostic questions, explained technical steps to customers, and documented investigations and outcomes in Microsoft Dynamics.

Team Leader Apprentice | Internal Assignment

Concentrix | Microsoft Xbox Support

Managua, Nicaragua (On-site)

02/2026 – 08/2026

- Provided floor support and handled supervisor calls while continuing direct customer support and sharing case responsibilities with the Team Lead/Supervisor.

Ecommerce & Visual Content Designer

TRANSPOSE MAGAZINE

Sant Cugat, Barcelona (REMOTE)

08/2022 – 12/2023.

- Supported Shopify storefront operations, product information, databases, and B2B communications.

Administrative & Logistics Support Specialist

RESA Student Residence

Sant Cugat, Barcelona (HYBRID)

08/2022 - 12/2023.

- Coordinated resident inquiries, vendors, schedules, and operational records.

Customer Service & Intake Representative

Essen Health Care. Ibex Global

Managua, Nicaragua (ON SITE)

06/2021 - 08/2022.

- Handled customer communications and intake workflows, processing 60-110+ records during peak periods with attention to accuracy and confidentiality.

Relevant Projects

New Agent Nesting Support

Concentrix | Microsoft Xbox Support

Managua, Nicaragua

02/2026 – 08/2026

Internal assignment supporting a cohort of 10 new Xbox support agents.

- Guided agents through live questions about troubleshooting procedures, hardware, internal tools, and customer interactions as they applied their training.
- Provided weekly coaching notes and reviewed daily case documentation for the agents supported.

EDUCATION

Universidad Catolica Redemptoris Mater UNICA

Bachelor's degree in Industrial Engineering (In progress)

Managua, Nicaragua

02/2024 - Present

ESADE Business & Law School, Ramon Llull University

Studies in Global Governance, Economics and Legal Order. Scholarship Student.

Barcelona, Spain

09/2022 – 12/2023