

Steven Chacón Camacho

Support Manager · Computer Systems Engineer · Scrum Master (PSM I)

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PROFESSIONAL PROFILE

Computer Systems Engineer and certified Scrum Master (PSM I) with 5+ years of experience in technical support, project management, and team coordination at technology and SaaS companies. Experienced in managing projects and client follow-up for companies across Latin America (Chile, Colombia, Peru, Mexico, Argentina, and Costa Rica), applying Scrum and agile methodologies daily to plan, prioritize, and meet requirements on time. Hands-on background in SQL databases, Azure, Power BI, functional QA, and ticketing platforms (Zendesk, Intercom, Asana). Known for strong organization, time management, and clear communication with clients and technical teams. English: B2+.

EXPERIENCE

Parso · SaaS platform for access control, parking, and workspace management

Support Manager

Nov. 2024 – Present

- Lead the support team, assigning and managing 300+ monthly tickets across Intercom, Zendesk, and Asana while maintaining a resolution SLA above 97%.
- Support and follow up with client companies in Chile, Colombia, Peru, Mexico, Argentina, Costa Rica, and other countries by email, phone, and WhatsApp, sustaining a customer satisfaction rate above 95%.
- Manage client projects and follow-up: plan schedules, integrations, and technical testing, and coordinate deliverables with internal teams through project closing.
- Apply Scrum and agile methodologies daily to plan, prioritize, and track the team's work, ensuring requirements and deadlines are met.
- Implemented structured follow-ups and cross-team coordination that improved response and case-resolution effectiveness by 60%.
- Coordinate functional testing (QA) in Dev and Production environments, reproducing and validating bugs on Android, iOS, and Web, which reduced critical-incident response time by 40%.
- Administer and validate 6+ access control platforms (Axiom, CCure, Datapark, Axtrax, Compass, among others), configure Azure tenants, and maintain remote servers via VPN, Microsoft Remote Desktop, and AnyDesk.
- Update and monitor internal databases (SQL), build technical reports in Power BI, and document support processes.

Product Support Specialist

Nov. 2022 – Nov. 2024

- Provided technical support for the company's app and websites, resolving user cases and assisting the Customer Service and Customer Success departments.
- Created and configured software environments, verified integrations with access control systems, and reviewed and tested the applications.

SoporteXperto

Apr. 2021 – Nov. 2022

Project Manager

- Coordinated technical projects (server installation, maintenance, and configuration), planning schedules and logistics and meeting deadlines in over 90% of cases.
- Led the technical department: assigned tasks, tracked tickets, and coordinated on-site visits to cover 50+ monthly client services.
- Managed a large portfolio of corporate clients, followed up on critical cases, and analyzed support statistics to guide decisions and continuous service improvement.

Web Developer

- Built responsive web interfaces with Vue.js and Vuetify and RESTful services in Java with Spring Framework, taking part in the full lifecycle: coding, functional testing, and deployment.

Earlier experience: Customer Service, ITS InfoCom (2020) · Web Development, Consorcio Sysco y Eprom (2019).

EDUCATION

Universidad Fidélitas · Computer Systems Engineering	2021 – 2026
Colegio Técnico Profesional de Calle Blancos · Technical Diploma in Software Development	2017 – 2019

CERTIFICATIONS & TRAINING

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- Claude AI Certification · 2026
 - Power Bi Certification · 2026
 - Professional Scrum Master I (PSM I) – Scrum.org · 2024
 - Scrum Foundation Professional Certificate (SFPC) – CertiProf · 2022
 - GitHub Foundations – GitHub · 2025
 - Platzi courses (2026): Power BI · Effective Time Management · Claude AI — UDIA (2025): Introductory Course on AI and Automation
 - Cisco Networking Academy: CCNAv7 Switching, Routing, and Wireless Essentials (2023) · Introduction to IoT (2023) · CCNA Introduction to Networks (2021) · IT Essentials: PC Hardware and Software (2017)
 - Advanced English – Academia Europea · 2021

SKILLS

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- **Project Management & Agile:** Scrum (PSM I), project planning and tracking, schedule and deliverable management, prioritization, process documentation, metrics analysis, and continuous improvement.
 - **Technical Support & Customer Service:** ticket and incident management, SLA compliance, email, phone, and chat support, functional QA (Android, iOS, Web), and technical documentation.
 - **Tools:** Zendesk, Intercom, Asana, Notion, Power BI, Microsoft 365, Claude AI, WordPress.
 - **Databases & Reporting:** SQL, MySQL, and Oracle (design, queries, and monitoring); reporting in Power BI and Excel.
 - **Cloud, Systems & Networking:** Azure (tenants and services), Linux server administration, VPN, Microsoft Remote Desktop, AnyDesk, Cisco networking (routing, switching, and wireless), server installation, and hardware.
 - **Development (basic–intermediate):** Java, Python, HTML, CSS, Vue.js, Vuetify, Spring Framework, Git/GitHub.
 - **Core Strengths:** team leadership, organization and time management, clear communication, and analytical thinking.
 - **Languages:** Spanish (native) · English (B2+ – reading, writing, and technical conversation).