Jorge Díaz Ulloa

Business Development, Sales Specialist & HR

Profile

Professional with more than 16 years of experience in the IT field, started as a support agent, then provided support for high-profile customers and their critical infrastructure.

Later on, got an opportunity as a sales and accounts agent where I discovered my passion for Sales, Marketing, and Business Development.

As a Business Development Specialist, I was in charge of assessing and onboarding new partners to help us grow our customer base, either by integrating our products into theirs or by helping us share our news with their audiences.

As a sales agent, I was in charge of reviewing cases, or billing-related issues, and processing disputes through Stripe, during this time I also provided technical support for the WPMU DEV plugin portfolio, hosting related issues and WordPress in general.

I have a solid initiative to help and collaborate with any department, even if it means leaving the comfort zone; with a strong drive to innovate.

I am passionate about customer satisfaction, growing engagement and fully understanding client's needs.

Work Experience

Human Resources & Finance at Incsub, LLC (WPMU DEV), Remote
April 2021 — Present

- Onboard/Offboard Staff.
- Process documentation & Optimization.
- Handle benefits, being the middle man between staff and vendors.
- Paid Time Off Managements.
- Assist in finances (Transaction reconciliation, employee benefits payment, budgeting).

Achievements

- Performance bonus

Business Development Specialist at Incsub, LLC (WPMU DEV), Remote
March 2020 — April 2021

- Identify and onboard new partners.
- Day-to-day communication to develop long-term relationships with Bloggers and Partners to cross-promote products and services.
- Draft standard operating procedures for all kinds of outreach efforts.
- Assist in the planning and strategic outreach activities.
- Administer the outreach efforts, track the success, and discuss the growth strategies with the team.

Details

La Libertad, El Salvador,
+50374835700
me@jd.sv

Links

Linkedin

WordPress San Salvador Meetup

Skills & Competencies

Ability to Work Under Pressure

Communication Skills

Critical thinking and problem-solving

Leadership

Ability to Work in a Team

Digital Marketing

Marketing Strategy

Business Development

WordPress Support

Marketing and Sales

Technical Support

Languages

Spanish - Native

English - Advanced

Sales Enthusiast/WordPress Support Superhero at Incsub, LLC (WPMU DEV), Remote
May 2017 — March 2020

- Test and escalate bugs to the development team.
- Solving accounts and billing issues. Dispute processing.
- Respond Pre-Sales questions about WPMU DEV Products and features.
- Technical support for the products and services provided by the company.
- Technical support through chat, email, and forum tickets.
- Provide feedback to new employees.
- Excellent customer service to help with retention and on-boarding new customers by showing our value proposition.

Achievements

- Earned a performance bonus two months in a row and a sales competition.

Technology Infrastructure Specialist - Avianca at Tecnasa, La Libertad
May 2016 — December 2016

- Package administration, users, and provisioning of new servers (Linux/HP-UX)
- Diagnose and troubleshoot problems by analyzing the tools available in Linux /HP-UX.
- Resource monitoring using Zabbix and vRealize Operations Manager.
- Creating vCenter 5.5 Spanshots.
- WebLogic installation and troubleshooting.

Sales Enthusiast at Incsub, LLC (WPMU DEV), Remote
October 2015 — April 2016

- Billing case management.
- Report bugs to developers.
- Pre-sales support and guidance on how to use products after the sale is closed.
- Lead generation through opportunity detection.

Mission Critical Engineer at IPESA El Salvador, San Salvador
September 2011 — September 2015

- Diagnose and troubleshoot issues related to HP Proliant ML/DL/SL, HP BladeSystem, and HP MSL2024 - MSL4048.
- Offering proactive and reactive solutions that helped companies operate more efficiently, as well as preserving the availability of the environment.
- Manage critical IT infrastructure, including HP Blade Systems and virtualized environments. Perform administrative tasks of Linux/HP-UX operating systems.
- Installation and configuration of Windows Server 2003/2008/2012, Linux Red Hat/CentOS and HP-UX operating systems.
- Coordinate and assist in the implementation of infrastructure projects for the company's different clients.
- Coordinate work teams (changes, problem-solving, negotiation of events and requirements, prioritization).

- Customer service, meetings with clients, internal meetings with the work team, minutes, evidence control.
- Compliance with service levels.

Soporte Técnico/Help Desk at Decameron El Salvador, San Salvador
October 2005 — September 2011

- Planning, design, development, and implementation of workstations in the hotel and administrative offices.
- Installation of servers used in the operation.
- Maintenance of the hotel's proprietary system database.
- Planning and implementation of VOIP and IVR services for call center and collections.
- Investigate, diagnose, document, and resolve technical problems related to Mac Os, Windows XP, Vista, W7,
- Microsoft office 2003/2007/2010, Thunderbird, Open Office, Internet connection, and hardware/peripherals.
- Offer thorough and adequate support to all types of IT issues.
- Building and maintaining productive relationships with service providers, distributors, and consumers.
- Training of new employees and clear and efficient explanation of IT protocols.

Education

Bachillerato Técnico, Opción Contaduría, Instituto Técnico Ricaldone, San Salvador
2002 — 2004

Bachelor of Marketing, ESI School of Management, San Salvador
January 2021 — Present

Courses

Inbound Marketing, HubSpot Academy
November 2020 — November 2020

Business and Creativity Bootcamp - Swipe the Future, Escuela de Comunicación Mónica Herrera
July 2020 — July 2020

Operador de Software Linux N2, Hightech University
April 2013 — April 2013

Freelance WordPress Developer, Skillcrush
April 2016 — April 2016

Social Media Marketing, HubSpot Academy
February 2021 — February 2021

Extra-curricular activities

WordPress Meetup Organizer - San Salvador, El Salvador
January 2019 — Present

Organize meetups related to WordPress, through sponsorship, coordination with speakers and attendees.