

JOSUE DANIEL TORRES TORIBIO

Technical Support & Customer Service Specialist | Security Systems & IoT | Linux & Networking

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PROFESSIONAL SUMMARY

Bilingual (English/Spanish) technical support specialist with 8+ years of customer-facing experience, including 3+ years of Tier III support for SimpliSafe home security and IoT systems. Experienced troubleshooting wireless video surveillance cameras, Wi-Fi connectivity, sensors, base stations, mobile applications, Windows/Linux environments, and fundamental TCP/IP networking. Strong background in Salesforce case management, remote monitoring, incident triage, structured escalation, and high-volume support. Currently pursuing a Bachelor's Degree in Cybersecurity Engineering, with completed Cisco CyberOps Associate training, and known for methodical troubleshooting, accurate documentation, and ownership of customer outcomes.

CORE TECHNICAL SKILLS

- **Video Surveillance & Security Systems:** SimpliSafe wireless security cameras, IoT home security systems, sensors, base stations, device connectivity, remote troubleshooting
- **Operating Systems:** Linux (Arch, Ubuntu), Windows, macOS, Android, iOS
- **Networking:** TCP/IP, DNS, DHCP, Wi-Fi troubleshooting, IP connectivity, basic routing and switching, network segmentation
- **Support & Monitoring:** Phone, email and chat support, case lifecycle management, SLA awareness, incident triage, proactive monitoring, escalation, technical documentation
- **Tools:** Salesforce CRM, case-management platforms, Wireshark, Git/GitHub, Docker, Postman, Netlify
- **Security:** IoT hardening, MFA, firmware updates, password security, HIPAA/PII handling, cybersecurity fundamentals

PROFESSIONAL EXPERIENCE

Customer Service Representative (Contract) | LongHome, Remote (US)

Nov 2025 to Present

- Manage inbound and outbound customer cases in Salesforce, maintaining accurate case histories and coordinating resolutions across Customer Service, Service Coordinators, and Production Directors.
- Own installation and warranty escalations from intake through handoff, supporting timely follow-up across multiple US markets and keeping customers informed throughout the case lifecycle.
- Built and deployed an internal Help Center web tool that centralizes coordinator information and auto-formats Salesforce Chatter notes, improving documentation consistency and operational efficiency.

Customer Service & Technical Support, Tier III (SimpliSafe) | Foundever, Heredia

Jan 2022 to Aug 2025

- Provided Tier III customer service and technical support for SimpliSafe security and IoT systems to 35 to 40 customers per day across phone and chat, resolving most issues at first contact.
- Troubleshoot SimpliSafe wireless security cameras and video/connectivity issues, including Wi-Fi failures, device setup and pairing, app synchronization, firmware-related behavior, and communication problems.
- Diagnosed sensor malfunctions, base-station provisioning, account/device issues, and mobile-app problems across Android, iOS and macOS using structured troubleshooting workflows.
- Maintained quality scores consistently above 95% while educating customers on Wi-Fi protection, MFA, firmware updates, and secure IoT practices.

Independent Computer Technician | Self-Employed, San José

Sep 2019 to Dec 2021

- Diagnosed and repaired hardware, operating-system, connectivity and software issues for individuals and small businesses, including OS installation, malware removal, system optimization, and data recovery.
- Built custom PCs and recommended upgrades based on compatibility, performance, budget, and business needs; managed client relationships from diagnosis through delivery and after-sales support.

Customer Support Representative (Cigna) | Concentrix, Pavas, San José

Aug 2017 to Aug 2019

- Supported US healthcare providers and policyholders, resolving account and billing questions and documenting cases in CRM systems under strict HIPAA requirements.
- Maintained customer satisfaction above 90% while handling sensitive PHI/PII and following regulated workflows requiring accuracy, escalation discipline, and clear communication.

- Monitored high-value shipments in real time from a 24/7 security control center, using GPS tracking and alert-based escalation to identify route deviations and emerging risks.
- Coordinated escort teams, logistics stakeholders, and security reporting across Central America; maintained zero cargo-theft incidents during tenure through proactive monitoring and disciplined communication.

SELECTED TECHNICAL PROJECTS

- **Armonía y Figura Digital Platform:** Built and maintained the clinic’s public web presence and internal business applications, connecting customer-facing web delivery with day-to-day operational systems.
- **Medical Inventory System:** Deployed a Django/PostgreSQL inventory application with role-based access using Docker Compose on a Linux server; administered the environment remotely through SSH and published it securely through Cloudflare Tunnel and Zero Trust Access.
- **Accounts Receivable System:** Deployed and maintained a Next.js/Prisma/PostgreSQL application in Docker, handling database migrations, container health checks, backups, production troubleshooting, and secure Cloudflare Tunnel access.
- **Linux Server & Cloud Infrastructure:** Provisioned and operated the clinic’s Linux server without a graphical interface, managing Docker services, PostgreSQL workloads, domains and subdomains, Cloudflare tunnels, secure remote access, and service recovery after reboots.

EDUCATION

Bachelor’s Degree in Cybersecurity Engineering (In Progress) | Universidad Fidélitas

2024 to Present

University Diploma in Criminal Investigation | Colegio Universitario de Cartago

CERTIFICATIONS & TRAINING

- **Security & Networking:** CyberOps Associate, Cisco Networking Academy (Universidad Fidélitas, 2026); Introduction to Cybersecurity, Cisco Networking Academy (2024); Introduction to IoT and Digital Transformation, Cisco Networking Academy (2026); Introduction to Networking, SYKES Tech Academy (2024)
- **Linux & Systems:** Linux I (95/100) and Linux II, 60 hours each, Fundación Omar Dengo (2025); Linux Essentials 1 (97/100) and 2 (95/100), SYKES Tech Academy (2024); IT Essentials (98/100), SYKES Tech Academy (2024)
- **Programming & Data:** Introduction to Programming, Python I (91.9/100) and Python II (90.5/100), SYKES Tech Academy (2023); Data Science Intro (90/100) and Data Science Tools (91/100), SYKES Tech Academy (2024); SQL Relational Database Design Fundamentals, SYKES Tech Academy (2024)
- **Agile:** Scrum Fundamentals Certified (SFC), SCRUMstudy (2025), Certificate ID 1127352

LANGUAGES

- **Spanish:** Native | **English:** Professional working proficiency; 8+ years supporting US customers