

# Pablo Álvarez

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## Plesk

Through  
WebPros  
International  
GmbH.

## Manager I, Technical Support

2025—PRESENT

- Fastest promoted member in the support department (~100 people worldwide). Started my own project to slash average resolution times company wide (ongoing).
- Cut trend analysis in half by developing a dashboard that automatically collects and displays data reports that had to be manually created each time before.
- Managing 11 engineers (L1-L5); coached low performing members back into top 10%.

## Lead Technical Engineer

2025—2025

- Worked with CEOs/CTOs to deploy, optimize, harden production servers that host thousands of businesses and apps. Solved critical infections and company-wide outages for our top global partners.
- Developed and maintained our Knowledge-Centered System (KCS) help center. Final go/no-go decisions on publications in the internal and public knowledgebase.

## Senior Technical Engineer

2024—2025

- Handled escalations from raging clients and severity-1 cases. Triaged and assigned incoming cases to other agents. On-boarded and coached new-hires.
- Published articles according to customer and employee feedback. (KCS Publisher).

## Middle Technical Engineer

2022—2024

- Configured web, mail, and DNS servers. Troubleshoot network, security and a variety of software (MySQL, MariaDB, MSSQL, RHEL/Debian-based, Apache, nginx, HTML, CSS, Node.js, Dovecot).
- Wrote, approved/rejected internal articles for employees (KCS Approver).

## Alvarez Cruz

Personal  
Business

## Founder, Instructor, and Systems Administrator

2015—PRESENT

- Founder of a tech brand that creates high-end systems for businesses for better efficiency and lower costs. Instructor for business staff in Zendesk, Salesforce, MS Office, web and desktop applications. System Administrator in Plesk, cPanel, Linux, Windows, and more.

## Trilogy

Through  
Crossover

## L2 Product Engineer

2020—2022

- Worked with the development team in resolving escalations and improving the product roadmap for several SaaS products.

## Concentrix

Outsourcing  
for Apple

## Technical Support Team Leader

2017—2020

- Support team leader for a group of remote/on-site technical support agents. Brought the team back to meeting KPIs. Reduced case resolution times by 30% and received a record amount of positive escalations. First ever 100% satisfaction and quality quarterly report.

## U.C.R.

University of  
Costa Rica

## B.Sc. (Honors) Computer Science

CLASS OF 2015

- Coursework included team management, product planning, quality assurance and analytics.