

Jared Salazar

Technical Support Specialist | Tier 2 IT, Networking & SaaS Support

El Salvador · Available for remote work · US time-zone compatible

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PROFESSIONAL SUMMARY

Bilingual (English/Spanish) technical support professional with 3+ years resolving escalated technical cases for a B2B SaaS ERP and running 24/7 live monitoring operations. Hands-on with networking (static IP addressing schemes, switches, connectivity troubleshooting, ISP failover), DNS and email authentication (SPF, DKIM, DMARC), Cloudflare deployment and access control, and ticketing in Salesforce. Co-founder and technical lead of Watch On Security, a remote CCTV monitoring company serving US clients. Strong with both people and technology; ready for remote work on US hours.

WORK EXPERIENCE

Co-Founder & Technical Lead

Watch On Security | Remote · Clients in California, USA | Jul 2026 – Present

- Designed the structure, logic and data model of an internal operations app (Watch On Records), deployed on Cloudflare Pages with a D1 database; code written with AI assistance.
- Secured the app with Cloudflare Access policies: owner sign-in through Cloudflare and passwordless one-time-PIN email login for partners, with role-based read/write permissions per module.
- Migrated the company domain to Cloudflare DNS (nameservers, MX preserved) and configured SPF, DKIM and DMARC, validating deliverability with Mail Tester.
- Administer Google Workspace (aliases, send-as, access routing) and am building n8n workflows to automate outbound email.
- Plan monitoring stations end to end (hardware, camera capacity, staffing, cost) and handle onboarding and 24/7 incident communication for US clients.

SaaS Technical Support Specialist

WinTeam by WorkWave | Remote · B2B SaaS ERP | Feb 2026 – Oct 2026

- Supported WinTeam, an all-in-one ERP for security and janitorial contractors covering accounting, payroll, taxes, accounts receivable, scheduling and timekeeping.
- Resolved technical cases escalated from first-line support, isolating root cause and real scope of impact across linked modules such as Accounts Receivable and the Employee Master File.
- Troubleshot timekeeping configurations, including geofences and clock-ins by kiosk, phone call and caller ID.
- Managed the full case lifecycle in Salesforce: triage, documentation, follow-up and resolution.

Remote Video Monitoring & IT Operations

Cloud Assist (Live Lion CCTV) | Remote · Clients in New York, USA | 2021 – 2025

- Deployed Time Doctor time tracking across 65 monitoring stations (130 workstations) and exported its data to CSV for Excel reporting.
- Helped design and implement a static IP addressing scheme in which every workstation's IP identified its station and position, preventing DHCP reassignment and speeding up diagnosis.
- Troubleshot VoIP phone lines running on a dedicated internet connection and switch: checked IP status, pinged devices, power-cycled the switch and escalated to the provider when needed.
- Maintained a mesh Wi-Fi failover to a secondary ISP to keep 24/7 monitoring running during primary outages.
- Monitored US client sites 24/7 on Hikvision iVMS-4200, Digital Watchdog and Uniview EZStation; validated each incident, wrote the client response and coordinated with emergency services.

Technical Support Agent, QA Analyst, Team Supervisor & Flex Trainer

Teleperformance (Boost Mobile account) | San Salvador, El Salvador | Aug 2019 – Feb 2022

- Supervised 11 agents; prepared weekly performance reports covering AHT, repeat contacts within 48 hours, customer surveys, schedule coverage, attendance and team ranking.
- Managed full employee records: attendance and justifications, leave, PTO and benefits.
- As QA analyst, scored calls against a metrics scorecard, built and recalibrated agent performance profiles with supervisors, and delivered feedback using the sandwich method and Socratic questioning.
- Ran root cause analysis on incidents with Ishikawa (fishbone) diagrams.
- As flex trainer, assessed new hires' learning speed, response to feedback, commitment, retention risk and technical proficiency.

Earlier Experience

- Sales Associate with technical duties, Bonita, Panama: Set up and maintained video wall and audio systems across 4 retail stores, in addition to sales duties.

SKILLS

Networking: TCP/IP, static IP addressing and scheme design, DHCP, switches, ping and connectivity troubleshooting, mesh Wi-Fi, ISP failover, VoIP lines

Cloud & Web: Cloudflare Pages, Cloudflare D1, Cloudflare Access (policies, one-time PIN), HTML, web app deployment

DNS & Email: DNS records (A, AAAA, CNAME, MX, TXT), nameserver migration, SPF, DKIM, DMARC, Mail Tester diagnostics

Identity & Access: Role-based access control (RBAC), passwordless authentication, user and permission management; familiar with Active Directory concepts

Support & Ticketing: Tier 2 troubleshooting, root cause analysis (Ishikawa), escalation management, Salesforce, Zendesk, Jira

Video Surveillance: Hikvision iVMS-4200, Digital Watchdog, Uniview EZStation, IP cameras, video walls

Automation & Data: n8n, Time Doctor, CSV exports, Excel reporting

Productivity: Google Workspace (advanced, admin), Microsoft 365 (intermediate)

Quality & Leadership: QA scorecards, coaching and structured feedback, KPI reporting (AHT, surveys), team supervision, training

EDUCATION AND TRAINING

Google IT Support Professional, Google / Coursera (Coursework completed)

Cisco Certified Support Technician (CCST) – IT Support, Cisco Networking Academy (Coursework completed)

High School, Joaquín Rodezno, El Salvador

LANGUAGES

Spanish (native) · English (advanced, C1) · Portuguese (basic, good comprehension)