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[Personal Website](#)

EXPERIENCE

Amagi, US (Remote) — Sales Engineer

September 2022 - Current

- Defining technical architectures, specifications, and requirements to address client's business goals. Scoping, developing, and delivering complete solutions, and providing technical training and presentations to both technical and management-level audiences.

Bitmovin, US (Remote) — Sales Engineer

August 2021 - August 2022

- Architecting, educating, integrating, and strategizing** web, mobile, and OTT digital **video/streaming deployments** for Enterprise customers.

Brightcove, Guadalajara — Sales Engineer

April 2019 - August 2021

- Architecting, educating, integrating, and strategizing** a large number of web, mobile, and OTT digital **video/streaming deployments** for Enterprise customers.
- Supported** over 50 customers by **providing technical guidance** to achieve a timely and smooth migration from Ooyala's Online Video Platform to Brightcove's.

Ooyala, Guadalajara — Technical Support Manager

January 2018 - April 2019

- Improved CSAT score** (from 8.0 to 9.5) and relationship with **key customers** by **implementing** a new support program for key customers based on current or potential ACV.
- Improved visibility** to Engineering Management on platform uptime by **reporting incidents** monthly, **presenting data**, and **proposing action items** to upper management

Ooyala, Guadalajara — Technical Support Team Lead

March 2016 - January 2018

- Increased global CSAT response rate, from 3% to 20% MoM**, by **implementing** a new procedure on case closure
- Implemented** an SME program that **improved communication** between Customer Success and Product teams and **reduced escalations**, 20% QoQ
- Handled and resolved key customer escalations**, meeting team KPIs and customers deadlines

Ooyala, Guadalajara — Senior Technical Support Engineer

January 2012 - March 2016/

- Reduced escalations** to Product, **50% less WoW**, as SME for Player and Mobile SDK by implementing **regular training and knowledge sharing** practices across the global CS team
- Opened communication channels with Product and other key stakeholders** to improve technical knowledge across the Tech Support organization
- Achieved the highest CSAT score (9.5)**, being the more outstanding team contributor for this team's KPI
- Supported customers via Salesforce tickets or phone calls**, helping and educating them to address their technical challenges to succeed using our product

IBM, Guadalajara — Software Build Engineer

January 2012 - December 2013

- Improved build-time by 30%** by automating processes using ANT and Bash scripting
- Decreased dependency** on developers by **troubleshooting** and **identifying bugs** and their source code
- Reduced** manual maintenance tasks on my build servers by automating tasks using Bash Linux scripting
- Took technical ownership** of the **most demanding build** (foundation for at least other five significant products)

SOFT SKILLS

+7 years of experience in customer-facing roles

Proved record implementing new processes that impact KPIs

Self-driven, curious personality

Data analysis

Process oriented

TECHNICAL SKILLS

Expert - Rest APIs, - Video delivery protocols, Video Encoding, troubleshooting skills, AWS video/infrastructure services.

Mid - JavaScript, HTML, XML, CSS, Python, Swift, SwiftUI, Bash/Shell/Linux Scripting, Ruby. Video Advertisement. Video codecs, Video Security (DRM, basic encryption), Live streaming workflows

Basic - Java, C/C++

LANGUAGES

Spanish - Native

English - Proficient

Portuguese - Elementary

EDUCATION

ITESO, Guadalajara — Management Skills Diploma

January 2018 - December 2018

Tecnológico de Monterrey, Morelia — Bachelor's degree in Computer Science

May 2004 - May 2010

Specialization in software development and networking

