



ARTURO MUCIÑO AGUILAR

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Portfolio: toolblink.com/arturomucino • English (C1) • Spanish (Native)

PROFESSIONAL SUMMARY

Self-taught Technical Support Specialist with 10+ years of experience in customer support, technical troubleshooting, and remote work. Experienced in WordPress administration, PC hardware, Windows 11 troubleshooting, and solving technical problems independently. Fluent in English (C1) and Spanish, with a proven record of learning new systems quickly.

CORE SKILLS

• Customer Support • Technical Support • CRM Systems • WordPress • Windows 11 Troubleshooting • PC Hardware & Computer Building • Hosting & Domain Management • Software Installation • Microsoft Office • Bilingual Communication

PROFESSIONAL EXPERIENCE

Senior Customer Support Agent | The Call Gurus (Remote) | 2022–2026

- Promoted from Customer Support Agent to Senior Agent based on performance.
- Managed customer support and appointment scheduling for home improvement services.
- Maintained accurate CRM records and customer documentation.
- Worked independently in a remote environment while supporting high-volume operations.

Freelance WordPress Support & Development | ToolBlink & Independent Projects | 2016–Present

- Built and maintained WordPress websites for small businesses and personal clients.
- Configured themes, plugins, hosting, domains, and contact forms.
- Diagnosed and resolved plugin conflicts, layout issues, and mobile responsiveness problems.
- Guided clients through website updates and technical troubleshooting.

Call Center Representative | Teleperformance / TeleTech | 2015–2018

- Managed 90+ customer interactions daily.
- Recognized as a top-performing agent during the first month.
- Maintained an 85% customer satisfaction rating.

Slot Machine Supervisor | Big Bola Casinos | 2018–2020

- Provided technical support for gaming equipment and assisted customers with technical issues.
- Handled escalated customer concerns while maintaining professional service.

INDEPENDENT LEARNING

- Built and maintained personal computers.
- Learned WordPress through hands-on client projects.
- Troubleshoot hardware, software, and website issues independently.
- Use AI tools daily to improve productivity, research, and technical workflows.