[Sebastian Torres]

+58 (414) 652-9223 | [Maracaibo, Zulia] | [sebastornado.12@gmail.com] |
https://www.linkedin.com/in/sebastiantorreslic/ | https://lcdosebastiantorres.com

Experienced Web Support Technician and Front-End Developer with experience in Azure, cybersecurity fundamentals, and Marketing.

WORK & RELEVANT EXPERIENCE

[Wordpress Developer/Designer] [Spain] [Clinmedia] [05/2025 - Actual]
- Full-time WordPress website Development with Elementor
- Design, fixes, and advanced feature customization upon client request.
- Intensive daily website design under the Digital Kit approach.
- Teamwork and collaboration supported by Slack, Google Docs, Drive, and ChatGPT.
- Basic SEO

[IT Technician] [EEUU] [Fast and Reliable IT Services] [02/2025 - 04/2025]
- Configured users/groups in Microsoft 365 (Exchange, Teams, SharePoint) with RBAC permissions.
- Deployed Todyl (SASE) policies: Zero Trust LAN, DNS/web filtering, and secure device access.
- Blocked email threats via SpamHero anti-spam policies and monitored threats via SaaS Alert.
- Resolved tickets (Autotask PSA) for Azure, M365, printers, and in-house apps.
- Provided remote support to non-technical users, troubleshooting hardware/software issues.
- Automated software deployments, patches, and configurations using Datto RMM modules.

[IT Support & Web Cybersecurity] [Spain] [Mysair] [12/2024 - 03/2025]
- [Mitigated DDoS attacks, eliminated malware (PHP/SQLi/XSS), and restored critical services via Imunify360/Wordfence, reducing threats by 85-90%.]
- [Optimized VPS/Plesk infrastructure (PHP/Nginx) for 40% faster load times and automated core updates via WP-Toolkit.]
- [Implemented daily backups, spam cleanup, and API/pixel integrations for analytics.]
- [Configured MX records and updated JavaScript code for Web Apps.]

[Web Developer/Support | Marketing Manager] [Remote] [Freelance] [09/2019 - 08/2024]
- Front-End: Built responsive sites with HTML5/CSS3/JS + WordPress/Elementor (minimal PHP/SQL).
- Security: Custom WAF (Wordfence), OWASP mitigation, malware forensics (log/DB analysis).
- Web Servers: Managed Nginx via Plesk/cPanel (SSH/FTP), handled VPS/DB migrations.
- APIs: Automated WordPress + third-party integrations.
- Set up SEO campaigns from scratch, including on-page/off-page SEO, audits, and keyword analysis.
- Setting up PPC campaigns from scratch with Google Ads and Meta Ads
- Implementation of Google Analytics, Pixel, and Tag Manager for data analysis/improvement.
- Customer Management with Hubspot CRM

[IT Support] [Venezuela] [Coop Seguridad Electronica Total] [05/2012 - 10/2017]
- [Provided technical support, repairs & maintenance for hardware and software repairs.]
- [Configured operating systems, executed CLI scripts in LINUX/Windows, & Delivered remote support via TeamViewer.]
- [Configured and maintained local networks, including shared resources and printer setups.]
- [Performed routine maintenance and troubleshooting for office IT systems.]

EDUCATION

Google IT Support Professional Certificate [11/2024]

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

TECHNICAL & BUSINESS PROFICIENCIES

Technical: [Linux, Windows, troubleshooting, networking, directory services, cybersecurity, HTML+CSS, JS, WordPress, Plesk, WHM/cPanel, Azure, Autotask, Datto RMM, Powershell, Cryptography, DNS, Ipv4, ChatGPT, ITGlue, Pentesting, Blockchain, Photoshop, Social Media, Google Analytics]

Business: [Teamwork, Multitasking, Customer Support, Research-Oriented, Process Improvement]

LANGUAGES

English: [Professional Working Proficiency.]

Spanish: [Native/Bilingual]