



## Miguel Ángel Urbaéz Niño

Residence permit: F0V592539

Work permit: Portuguese

Date of birth: 04/05/1979

Nationality: Venezuelan

### CONTACT

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### WORK EXPERIENCE

**01/12/2024 – CURRENT** Lisboa, Portugal

#### **L2 Technical Support – Post-Sales Operations | Galp Solar**

- Advanced Technical Support (L2): Managed escalated post-sales cases related to solar system installations and performance issues, performing root cause analysis and providing second-line technical assistance.
- Remote troubleshooting & system recovery: Performed remote diagnostics, software/firmware updates, and re-established communication between solar inverters and customer routers to restore system monitoring and functionality.
- Installation coordination & technical follow-up: Monitored installation processes, ensured compliance with technical standards, and acted as liaison between customers and field technicians to resolve complex incidents.
- CRM & system management: Updated internal platforms, documented technical interventions, managed contracts, and ensured accurate case tracking and reporting.

**01/11/2021 – 01/07/2024** Lisboa, Portugal

#### **Customer Service Agent** Emma Mattresses Project, Cluster (Portugal)

- Managed logistics and customer claims. – Back-office duties and problem-solving related to product issues.

**01/12/2020 – 01/10/2021** Lisboa, Portugal

#### **Consultant Agent** Ei Energia Grupo GALP (Portugal)

- Energy consultant for the Spanish market.
- Handled outbound calls and provided technical sales advice.

**01/11/2018 – 01/10/2020** Lisboa, Portugal

#### **Teleoperator** Vueling Airlines (Portugal)

- Created flight reservations and processed changes.
- Provided customer support in resolving flight-related issues.

**01/03/2018 – 01/09/2018** Lisboa, Portugal

#### **Travel Assistant** SEGUROS MAPFRE (Portugal)

- Managed billing and incidents for Spanish travellers abroad.
- Handled travel insurance-related issues.

**01/05/2017 – 01/03/2018** Vigo, Spain

#### **Sales Representative** R Cable y Comunicaciones de Galicia (Spain)

- Sold internet and mobile line plans.
- Provided customer support in technical and commercial matters.

**01/03/2009 – 01/04/2017** maracay, Venezuela

#### **Administrative Analyst** Banesco Banco Universal (Venezuela)

- Supervised and managed internal administrative processes.
- Handled current account management and reviewed documentation for personal loan approvals.
- Coordinated customer service in financial matters and resolved banking issues.
- Prepared financial reports for management decision-making.
- Participated in the implementation of new procedures to improve operational efficiency.

## EDUCATION AND TRAINING

01/06/1997 – 01/06/2003 Caracas, Venezuela

**Bachelor's Degree in Business Administration** Universidad José María Vargas, Caracas (Venezuela)

Website <https://usm.edu.ve/>

Level in EQFEQF level 6

### **Idioma Nivel**

#### **Español**

Nativo

#### **Inglés**

B1 (Intermedio)

#### **Portugués**

C1 (Avanzado)

### Skills

#### **SAP Sales and Distribution (SD):**

Training in SAP SD module covering order management, pricing, delivery, billing processes, and system customization to improve efficiency in sales and distribution operations.

#### **Financial Management and Entrepreneurship:**

Completed course by BBVA Provincial Foundation (Venezuela) focused on financial planning, budgeting, resource management, and personal finance optimization.

#### **Financial Crime Prevention, Transaction Monitoring (TM) & Anti-Money Laundering (AML):**

Training in identifying financial risks, regulatory compliance, and preventive controls to mitigate money laundering activities.

#### **Reservation Systems:**

Experience with major booking platforms including Amadeus, Sabre, and Galileo, supporting flight reservations, ticketing, and customer service operations.

#### **CRM & Contact Center Systems:**

Proficient in Microsoft Dynamics, Salesforce, Zendesk, and HubSpot; experienced with call center platforms including Five9, Avaya, and Talkdesk to streamline customer support workflows.

#### **Solar Panel Calculation:**

Training in solar energy system sizing and optimization using PVsyst and Aurora Solar for optimal system performance.

#### **Office Tools:**

Advanced proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) for reporting, data analysis, and professional documentation.

#### **Programming Languages & Application Development:**

Kotlin (Android development), JavaScript, Electron; experience developing Android mobile applications and cross-platform desktop apps, including UI implementation, business logic, API integration, and deployment.

#### **Development Tools & Database Fundamentals:**

Android Studio, Node.js, Electron Builder; SQL (queries, data manipulation), REST API integration, and JSON data handling.