



TECHNICAL ACCOUNT MANAGER · CUSTOMER  
SUCCESS ENGINEER

# Juan Pablo Ramirez Romero

SaaS & WordPress hosting support - 450+ accounts  
managed, \$160K+ MRR, AI-assisted support  
workflows

|           |                                           |
|-----------|-------------------------------------------|
| Location  | Málaga, Spain                             |
| Mode      | Remote - EU/Americas overlap              |
| Languages | English · Spanish                         |
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## 01 EXPERIENCE



### MemberDev · Freelance

Customer Success Engineer · WebOps & AI-Assisted Support

SEP 2023 - PRESENT · DENVER, CO, US · REMOTE

- Own WordPress membership and SaaS-style client support across Kinsta, AWS, Cloudways, DNS, Cloudflare, QA, and post-launch stability.
- Led warwickschiller.com DNS migration with TTL planning, Cloudflare/origin cache coordination, propagation monitoring, and launch continuity.
- Shipped mdp-direct-s3-uploader for direct browser-to-S3 uploads handling 5GB+ media workflows; built Cloudflare R2/CDN URL rewrite tooling.
- Migrated multi-GB MySQL workloads with InnoDB tuning and validation; designed AI-assisted triage playbooks for repeat issue classes.



### Cloudways / DigitalOcean

Technical Account Manager

JUN 2022 - APR 2023 · NEW YORK, US / REMOTE · REMOTE

- Managed **450+ customer accounts** across managed cloud hosting environments, representing about **\$160K+ MRR**.
- Owned account reviews across WordPress hosting, DNS, SSL, migrations, backups, server configuration, performance, plugins, and adoption blockers.
- Identified churn signals, expansion fit, technical risks, and configuration gaps; translated findings into success actions and escalation paths.
- Partnered with Support, Sales, Product, and Engineering to protect account health and communicate customer feedback.



### Hostinger International

Customer Success Specialist · Web Hosting Support

AUG 2020 - JUL 2022 · LITHUANIA · REMOTE

- Supported **4,800+ customers** in a high-volume remote web hosting environment through live chat and written technical support.
- Troubleshoot hosting, domains, DNS, SSL, business email, WordPress, CMS issues, website performance, backups, migrations, and account configuration.
- Used hosting control panels, Chrome DevTools, HTML, CSS, PHP fundamentals, and DNS tools to resolve site-level problems.
- Guided website setup, domain connection, SSL activation, email configuration, WordPress issues, product usage, and recurring issue documentation.



### 5CA

Epic Games Player Support Specialist

MAR 2019 - MAR 2020 · NETHERLANDS · REMOTE

- Provided remote Epic Games / Fortnite support for account, billing, access, technical, and gameplay-related inquiries.
- Troubleshoot user accounts, payments, platform compatibility, bugs, access problems, and player experience cases.
- Documented interactions, identified recurring issues, escalated cases, and built a foundation in remote support and high-volume troubleshooting.

## SKILLS / STACK

### HOSTING & INFRASTRUCTURE

- Kinsta / Cloudways
- AWS S3 / EC2 basics
- SSL / DNS / cache
- DigitalOcean
- Cloudflare DNS/R2/CDN
- Vercel

### WORDPRESS & CMS

- WordPress
- WooCommerce
- Elementor
- MemberMouse
- ACF / Gravity Forms
- Plugins / themes

### SUPPORT OPERATIONS

- Technical account management
- SaaS implementation
- Escalations / SLA
- Customer success
- Account health
- Docs / playbooks

### WEB, CODE & AI

- HTML / CSS / JS
- Git / REST APIs
- Cursor / Gemini
- PHP / SQL / MySQL
- Claude Code / Codex
- OpenRouter / MCPs

## SELECTED WORK

### SHIPPED PROOF

- warwickschiller.com DNS migration
- Cloudflare R2/CDN rewrite plugin
- AI triage playbooks
- mdp-direct-s3-uploader plugin
- Multi-GB MySQL/InnoDB migration

## EDUCATION

Bachelor of Foreign Trade

UNIVERSIDAD DEL VALLE · 2014

## TECHNICAL TRAINING

CS50 · Computer Science Foundations

Responsive Web Design · freeCodeCamp