

IVÁN EXPÓSITO

PRODUCT & TECHNICAL TEAMS MANAGEMENT



ABOUT ME

I'm a head of customer support with a strong technical background and 14 years of experience in web products.

My area of focus in the last years has been team management and improving the entire customer journey, from displaying product information in a clear way to evaluating post-sales support, through prioritizing requested features or refining the UX of their dashboard.

I'm always looking for new challenges and knowledges.

SOFT SKILLS

- Team leadership and management
- Strategy
- Proactivity and initiative
- Communication skills
- Data-driven fanatic

LANGUAGES

- Spanish: native speaker
- Galician: native speaker
- English: professional competence
- Portuguese: basic competence

CONTACT INFO

- Phone: +34 660 651 690
- E-mail: hi@ivanexposito.es
- Website: <https://ivanexposito.es>
- Twitter: [@exp_ivan](https://twitter.com/exp_ivan)
- LinkedIn: [ivanexposito](https://www.linkedin.com/in/ivanexposito)
- Location: Pontevedra (Spain)

CAREER

CURRENTLY WORKING ON

Head of customer support

dinahosting | Dec 2016 - Present

I am responsible for the entire customer journey at dinahosting.com. I lead a 63 people team, from pre-sales consulting to post-sales support, for 150k users.

I participate in all the steps of the product providing the client's vision: from its inception to its public knowledge base.

Founder

Nos Gustan Los Lunes | Oct 2021 - Present

I have been always involved in the WordPress community so, after years learning about this CMS and its environment, I decided to found my own web design studio.

CTO

NVR Brand | Jan 2021 - Present

This retail project is a way to unite ecommerce expertise and environmental awareness. It is an exciting project with positive impact in which we have worked (and learned) in all aspects of a new business.

I collaborate with different entities as a teacher of web projects.

I continually try to teach students principles of collaboration and the basic "throw fast, fail fast, learn fast".

IT project management teacher

UVigo & UDC | Apr 2021 - Present

Website optimization teacher

Galicia Business School | Feb 2020 - Present

WordPress teacher

EscuelaIT | May 2021 - Present

PAST EXPERIENCE

Customer support manager

dinahosting | Mar 2009 - Nov 2016

Customer support engineer

dinahosting | Apr 2008 - Mar 2009

Sysadmin

USC | Oct 2006 - Mar 2008

TECHNOLOGIES AND TOOLS

- Project management tools (ClickUp, Jira, Asana)
- Collaboration & doc. tools (Notion, Confluence)
- Helpdesk (Zendesk, Freshdesk, OSTicket, Cisco)
- Analytics (GA, Matomo, SQL, Excel)
- Web design (WordPress, WooCommerce)
- Design (Canva, draw.io, Figma)
- Systems (LAMP, Bash)

PERSONAL DATA

I'm a family man. Time with my wife and my daughter is the most valuable think I have.

I truly love all sports that can be practiced on the sea: surfing, diving, fishing, kayak...

I enjoy playing wargames, reading sci-fi novels and playing videogames.

KNOWLEDGE

EDUCATION

Computer engineering
USC | Oct 2005 - Sep 2011

CERTIFICATIONS AND COURSES

Scrum Master
Scrum Manager | Jun 2020

Professional communication
Eloqüencia | Sep 2018 - Oct 2018

Personal and Professional Development Program - Enterprise Coaching
GO! People & Talent | Jan 2018 - Mar 2018

Engineering's project extraordinary price
USC |2011

I finished my degree with an interesting project on Amazon Web Services and, more specifically, on its cloud instances (EC2). It got the highest grade in my promotion.

COMMUNITY

ARTICLES

[Rúbrica Digital](#)
[Digital Innovation News](#)
Extradigital

MAIN TALKS

[IV Custome Experience & Ecommerce Technologies Summit 2022](#)
[Publi&Webinars 2022 UVigo](#)
[Máster Social Media UVigo 2021](#)
[OpenExpo Virtual Experiencia 2021](#)
[Máster Marketing Digital USC 2021](#)
[Monetiza21](#)
[República Web \(podcast\)](#)
[WordCamp Spain 2020](#)
Producción de productos multimedia (UVigo 2020)
[WordCamp Madrid 2019](#)
[WordCamp Granada 2019](#)
[Mk Open 2019](#)
[WordCamp Pontevedra 2018](#)
[Afterworks Cluster Comunicación de Galicia](#)
Zarpamos Aceleradora de Empresas

EVENTS

WordPress Compostela meetups
[Foro Tecnológico de Empleo \(UVigo\)](#)
[Foro de Empresas \(USC\)](#)