

JAIME (YAGO) URRUTIA

IT Service Coordinator & Customer Success - Multilingual Support ES-FR-EN-CAT - Barcelona +34 000 000 000

contacto@yagourrutia.com - Available immediately in Barcelona [LinkedIn](#) | [Portfolio](#) | [GitHub](#)

PROFILE

Professional with 10+ years of experience in operational management, advanced support, and multilingual communication (ES-FR-EN-CAT). Proven track record in B2B environments (banking, tech platforms) coordinating between stakeholders and technical teams. Recent intensive training in ITIL v4, Jira, and Atlassian ITSM. Working knowledge of Java-SQL-APIs for effective technical dialogue (non-development role). Seeking environments where I can manage incident workflows (70%) while maintaining intentional technical contact (30%) to validate logs or basic configurations and accelerate my learning curve. My value: acting as an operational bridge between business and technology.

RELEVANT EXPERIENCE

Dec 2022 - Present - Professional Development: Operational Management + ITSM + Multilingual Competencies

- Certified training: ITIL v4 (Strategy, Transition, Improvement), Jira Administration, SLA Management
- Practical project 'CLORIAN': ITSM sandbox with end-to-end incident flow (detection - ticket - resolution - closure)
- Maintenance of technical skills: Java/SQL/REST APIs for understanding architectures and effective coordination with DevOps teams (non-development role)
- Reinforcement of multilingual competencies (FR-EN) for coordination with international stakeholders in B2B environments
- Result: Hybrid profile (Management + Tech) capable of accelerating the learning curve for IT Service Coordinator or Customer Success roles in high-pressure B2B environments.

Sep 2019 - Sep 2020 - Multilingual Content Moderator - Majorel (TikTok France) -

- Multimedia content validation in French-speaking environment, ensuring policy and SLA compliance
- Incident pattern analysis using advanced Excel; workflow improvement proposals
- Technical documentation in FR/EN for global knowledge base

Jul - Sep 2018 - After-Sales & Web Internationalization Coordinator - Ettydem

- Management of 50+ daily incidents during peak season; identification of operational bottlenecks
- Process improvement report focused on standardization, recognized by management
- Technical leadership of web internationalization to FR/CAT

Oct 2016 - Jun 2017 - Customer Service Agent and Level 2 Support (English) | Gas Natural + Banc Sabadell

- Remote diagnosis of ATM incidents; ticketing system management
- Technical escalation to maintenance teams applying ITIL criteria; full traceability

Nov 2006 - Jun 2015 - Operational Incident Manager - Cleries Servicios Inmobiliarios

- Incident coordination between clients, technical providers, and internal teams; lightweight ERP/CRM usage

EDUCATION & CERTIFICATIONS

- Atlassian IT Service Management (ITSM) Professional Certificate | In progress
- LinkedIn Learning: ITIL v4 Fundamentals, Jira Administration, SLA Management, Agile Retrospectives
- Professional Certificates: IFCD0210 (Web Development), ARGN0110 (Multimedia Products)
- B2 Certificates in English and French - T6 - Barcelona 2016

TECHNICAL SKILLS

- ITSM-ITIL: Incident management, SLAs, Jira workflows, continuous improvement
- Tools: Jira, MS365 (Teams-SharePoint), Google Workspace, Advanced Excel
- Enabling knowledge: Java (OOP, basic JDBC), SQL (modeling, queries), REST APIs- webhooks
- Languages: Spanish (native), Catalan (native), French (C1), English (C1)

OBJECTIVE

- Join a team in Barcelona as IT Service Coordinator, Customer Success, or Technical Account Manager, bringing operational maturity, multilingual communication, and technical-commercial coordination skills.