

FÉLIX ADRIÁN HERNÁNDEZ HERNÁNDEZ

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LOCATION: Guadalajara | Jalisco | México

DATE OF BIRTH: September 16th, 1999

LANGUAGES: English (advanced), Spanish (native)

EDUCATION

CETI COLOMOS | 2015 – 2017

Software Development Technologist

COBAEJ | 2017 – 2020

High School Degree

UVEG | 2021 – Current

Computer Systems Engineering

TECHNICAL SKILLS

Programming Languages: Python, JavaScript, CSS, HTML, SQL

Libraries and Frameworks: Scikit-Learn, Pandas, CatBoost

Excel, Tableau

WORK EXPERIENCE

TELEPERFORMANCE | 2019-2020 (9 MONTHS)

Technical Support Representative and CSR for XFINITY

Technical Support for Cable, Internet, and Home Phone Services

Billing inquiries and disputes.

Performance based on KPIs both for customer service and technical support

TELAT GROUP | 2022 | OCTOBER - DECEMBER (Temporary project)

CSR (Chat and emails) for PlanetArt

Managed customer complaints and requests during the Christmas season, addressing issues such as order delays, cancellations, manufacturing defects, and other concerns for a company specializing in prints and decorative items.

Utilized a ticketing system to efficiently handle customer interactions through email and real-time chat, ensuring timely and effective resolution of all inquiries.

INCFIL | 2021 - 2022 (9 months)

Filer

Responsible for verifying information from requests to register companies within the USA, ensuring accuracy and compliance with state-specific requirements.

GGA SOLUTIONS | 2023 - 2024 (1 year 4 months)

Technical Support (Mint Mobile) - Chats

Maintained high customer satisfaction scores while resolving technical issues related to mobile data, signal, and phone configurations through multiple live chats.

Back Office (Therabody) - Chats and Emails

Evaluated warranty claims and prevented fraud attempts.

Redirected customer complaints regarding legal matters and manufacturing defects.

Managed order delays, cancellations, and status updates.

Processed refunds and applied discounts as needed.

PROFILE

Highly interested in Data Science and Artificial Intelligence, with a strong focus on understanding organizational foundations to enhance efficiency and performance. Self-motivated and dedicated to continuous learning, whether independently or through formal education and training.