FELIX HERNANDEZ

COMPUTER SYSTEMS ENGINEER STUDENT

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📍 Zapopan | Jalisco | México

DATE OF BIRTH | SEPTEMBER 16TH, 1999

TECHNICAL SKILLS

- **Programming Languages:** Python, JavaScript, CSS, HTML, SQL
- **Libraries and Frameworks:** TensorFlow, Scikit-learn, Pandas
- **Excel**
- **Power BI**

PROFILE

Passionate about leveraging data to drive impactful changes in the world. 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.

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

WORK EXPERIENCE

TELEPERFORMANCE
2019 - 2020 (1 year)

Technical Support Representative and CSR for XFinity
Inbound
- Technical Support for Cable, Internet, and Home Phone Services
- Billing inquiries and disputes.
- Performance based on KPIs both for customer service and technical support

INCFILE
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.

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.

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.
- Resolved customer inquiries and complaints, educating them about products and services.
All tasks were managed through Salesforce and communicated to customers via email or chat.