



ANGEL GUADALUPE LOPEZ DIAZ
36 years old. Mexican.
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PROFESSIONAL EXPERIENCE

Helpware (Guadalajara). CSR and Tech support.

-From September 2020, current job.

VINTED: Order quality, usability, safety and payments tickets from an online store focused on second life clothing and accessories, via chat and email.

GROUPS 360: Tech support and bug reporting for a group's travel booking website. Via email and phone.

GRUV/CLICKII: Physical movies orders shipping follow up and new orders key via phone and email.

For all campaigns, constant adjustment of approaches and templates to improve the rate of solving tickets and other KPIs required in the SLA by the client.

Independent Sales Office.

-From February 2021 to June 2021.

Working on a remote project to create and enhance a system to register and process administrative information for a cook appliances sales office; including payroll, KPIs, and customer surveys for marketing.

Using google forms to gather most of the data and Google Sheets to process it and display graphics of relevant information.

PROULEX (Guadalajara). English Teacher.

-From November 2019 to February 2021

Teaching ESL from A1 to C2 (CEFR) for young learners and adults, online and at the campus.

NTT Data (Guadalajara). Service Desk Agent (L1).

-From May 2019 to November 2019.

Receiving via chat, email, and phone IT reports, and guide or remotely connect to their machine for software and hardware troubleshooting, log-in Issues, PC and Mac configuration, VPN and local network support, as well as department assignation for local technicians or Tier 2 support.

Implementation of techniques to avoid repetitive user confusion and obstacles when working with the variety of applications in the information system provided by NTT to Mount Sinai Hospitals, NY.

Instituto Mexico Americano de Cultura, IMAC (Guadalajara). English Teacher.

-From September 2017 to February 2019.

Teaching ESL from A1 to C2 (CEFR) for young learners and Adults.

Alorica (Guadalajara). Customer Service Representative.

From December 2016 to August 2017.

Retail follow-up and customer assistance for Amazon. Walk users through the website and apps to improve their purchasing experience. Via phone and chat.

Teleperformance (Aguascalientes). Tech support.

-From December 2015 to September 2016.

On-phone technical assistance of customers. Troubleshooting, and local technician assignation, for internet, phone, and cable issues (COMCAST).

RIU Palace (Nuevo Vallarta). Headwaiter.

-From September 2013 to February 2014.

Dinner room supervision and guests' wellness enhancing. Training for new servers.

EDUCATION .

- Computer Science 50: Web Development with Python and JavaScript by the Harvard Institute. (2023)

-Bilingual customer service certification by Servicio Nacional de Empleo Aguascalientes (2016).

-TESST (Teachers of English to Spanish Speakers Test) certification by College Board (2018).

-Tourism Graduate by Universidad de Guadalajara (2014).

COMMUNICATION SKILLS

Due to my experience teaching and guiding students and users, I am capable to explain and help people to understand concepts, and instructions, through an easy and concise language. As well as selling ideas and services. . I'm proactive and effective for looking up information resources aimed at solutions.

Software skills

Program languages and frameworks: Python, Django, HTML, CSS, JavaScript, Bootstrap, React, Node, and Express.

Google suite: Forms, Sheets, Documents and Slides.

Microsoft 365 Office: Excel, Word, and Publisher.

Thanks for your attention!