

# ERICK ALONSO TORRES MARAVILLAS

## WEB SUPPORT ANALYST



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### • ABOUT ME

I am a proactive person, an excellent team player, organized, and responsible. I greatly enjoy learning new things, so my goal is a challenging and dynamic position where I can share my experience and, at the same time, acquire new knowledge in regards the transformative power of technology.

### • EDUCATION

**Centro Universitario de Ciencias Exactas e Ingenierías**

**Engineer in Communications and Electronics (2017-2022)**

- Academic score 92.89
- Final Project as a Graduation Method: Oral irrigator with electronic power selector.

### • COURSES

- The web Developer Bootcamp 2022 - HTML, CSS & Javascript
- The complete Javascript course 2023: From Zero to Expert! (Udemy course)
- C++ programming, basic to advance 2022.

### • SKILLS

- |              |                              |
|--------------|------------------------------|
| • HTML       | • Content Management Systems |
| • Javascript | • NodeJS                     |
| • JQuery     | • Bilingual Customer Service |
| • CSS        | • Tech Support               |
| • Salesforce | • C++                        |

### • LANGUAGES

#### Spanish

Oral level - native  
Written level - native

#### Inglés

Oral level - B2  
Written level - B2

### • JOB EXPERIENCE

#### Web Support Analyst I

**Q4. (May 2023 - Present)**

- Responsible for updating investor websites for various global companies, using tools like CMS, HTML, JS, jQuery, and CSS.

#### Customer Service / Order Management

**KenisIT. (January 2022 - April 2023)**

- Registration of drug delivery orders for patients and hospitals across the United States of America.

#### Maintenance Staff

**Towanda Summer Camp. (June 2021 - September 2021)**

- Maintenance staff at a summer camp located in
- Pennsylvania, U.S.A.
- Working in carpentry, plumbing, roofing and electricity.

#### Bilingual customer service agent

**Comcast Company. (June 2016 - May 2021)**

- Resolution of billing questions, account management and sales.
- Remote technical support. Responsible for solving problems regarding cable, internet and telephone equipment using ticketing and management systems.