ALEJANDRO SALAZAR

I am a versatile tech support and software developer dedicated to providing effective solutions for your technical needs. In this constantly evolving technological landscape, I wholeheartedly embrace ongoing learning to provide you with comprehensive support. My goal is to not only resolve issues but also elevate your digital experiences, ensuring a seamless and enriched journey through the digital realm.

EDUCATION

UTP Pereira

Aspiring to Systems and Computing Engineer.

2022 - 2026

Cibrary - Cybersecurity School

Aspiring to Cyber Security Engineer

2023 - 2025

Technician in audiovisual production.

SENA

2017-2018

WORK EXPERIENCE

Teleperformance Colombia

Customer care service agent 2021-2022

-Protecting user privacy and confidential information.
-Resolving technical challenges for users.
-Facilitating transfers to appropriate resources.
-Assisting with order placement.
-Enforcing community guidelines for positive interactions.
-Handling various other critical responsibilities to ensure a safe and supportive user experience.

Callzilla

Help desk agent 2023 - 2023

-Receiving and making calls, as well as responding to emails from users.

-Monitor and manage support tickets to ensure the orderly tracking of issues.
-Providing remote support and guidance for issues related to platforms, applications, and hardware.
-Keeping accurate records of user interactions and inquiries.
-Providing appropriate solutions based on company policies and product knowledge.
-Offering timely delivery of potential products to effectively address user problems.
-Handling and safeguarding sensitive user personal data.
-Performing tasks delegated by the immediate supervisor to support team objectives.

PERSONAL INFORMATION

- k.salazar@utp.edu.co
- +57 3118818838
- https://www.butchbet.co/
- Hobbies: read, run and work in the garden.

SKILLS

Languages

- English: High.
- Spanish: High.

Software

- Git: High.
- HTML: High.
- CSS: High.
- JS: High.
- WebComponents: High.
- Reactjs: Intermediate.
- Angular: Low.
- C: High.
- C++: Intermediate.
- Linux: Intermediate.
- A. Photoshop: Intermediate.
- MSF 365: High.

Courses and details

- https://platzi.com/p/ButchBet/
- https://mx.coursera.org/user/4adbcd5913627c5cdbebd547b0394247