

ALEJANDRO SALAZAR

FRONT-END DEVELOPER

Committed to layout, styling and adding interactivity to web pages. For this I will use my theoretical and practical knowledge that I managed to obtain in more than a year using technologies such as Git and GitHub, HTML, CSS, JavaScript, WebComponents and React.js.

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

-It all depends on the campaign, but in general.

-Manipulate users' personal information.

-Help in solving technical problems.

-Transfers.

-Placing orders.

-Among many other things that I cannot mention for security reasons.

Callzilla

Bilingual Agent 2023-Now

-Answering calls, emails and chats.

-Keeping record of interactions.

-Provide appropriate solutions

based on company policies and products.

-Provide timely delivery of potential products to solve customer problems.

-Handle personal data.

-Other functions delegated by the immediate supervisor.

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.

Courses and details

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

ALEJANDRO SALAZAR

CUSTOMER CARE SERVICE AGENT

Committed to handling customer inquiries and complaints, troubleshooting and resolving product issues, providing product and service information, and documenting and updating customer records based on interactions. For this I will use my theoretical and practical knowledge.

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

-It all depends on the campaign, but in general.

-Manipulate users' personal information.

-Help in solving technical problems.

-Transfers.

-Placing orders.

-Among many other things that I cannot mention for security reasons.

Callzilla

Bilingual Agent 2023-Now

-Answering calls, emails and chats.

-Keeping record of interactions.

-Provide appropriate solutions

based on company policies and products.

-Provide timely delivery of potential products to solve customer problems.

-Handle personal data.

-Other functions delegated by the immediate supervisor.

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.

Courses and details

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