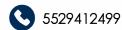
Carlos Manuel Alcantara Rodriguez

Computer Engineer Student







Finishing Bachelor's Degree in Computer Engineering focusing on IT Security. Also, to develop and improve IT skills at any work field related to computer science or IT.

I have worked as customer service through multiple recognized companies, always getting the best CSAT (Customer Service Satisfaction) results and providing the best response to customers.



Skills

Microsoft Office

Linux OS

IT Security

Service Now

Sendesk

CRM

Java

Python



Very Good

Very Good

Very Good

Good

Good

Good

Good

Good



Work History

Credit & Collections Agent

- AT&T, Naucalpan de Juarez, Estado de Mexico
- Working with American AT&T, not as outsourcing.

• Bilingual credit and collections customer service advocate.

2017-12 - 2018-05

2017-04 - 2017-11

2016-01 - 2017-03

2019-08 - Current

2013-01 - 2015-01

2009-01 - 2011-01

- Main tasks:
- Managed over 50 customer calls per day.
- Customer service, assisting customers with basic billing doubts, assisting customers setting up online accounts.
- Collecting money from accounts on treatment, helping customers retrieving their accounts.

IT Service Desk

CCSI-COMPUCOM GSC MEXICO, S.A. DE C.V., CDMX, CDMX

- Worked at CompuCom for 7 months, as a first level IT service desk.
- Main job solving IT issues:
- Password rests, Accounts locked, security issues with local applications.
- Basic and Intermediate Windows troubleshooting, recovering BitLocker keys.

Ops Supervisor

QUALFON TELEMARK, CDMX, CDMX

- (RUBIK) UBER account for about 1 year and 3 months, as an agent I hold a
 TPH of 10, after my supervisor noticed the potential I had, he decided to
 look after me and let get into the Tier 2 training issued directly from UBER
 staff.
- T1 agent for about 5 months.
- T2 agent for about 1 month.
- TL (Team Leader) position for 3 months.
- T2 supervisor for 6 months.

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Education

Bachelor of Science: Computer Engineering Technology

UAEM (Universidad Autonoma Del Estado De Mexico) - Ecatepec De Morelos,

Estado De Mexico

Bachelor of Science: COMPUTER SCIENCE
 HOUSTON COMMUNITY COLLEGE (HCC) - Houston, Texas, United States.

High School Diploma

UNIVERSIDAD TECNOLOGICA DE MEXICO (UNITEC) - Ecatepec De Morelos



Accomplishments

- I am able to work with multiple tasks at a time, answering the phone and typing the information provided by the user, take calls and answer emails from users who require assistance via email.
- Main Courses IT SECURITY FUNDAMENTALS: COMPTIA SECURITY+ 2015 CEH (CERTIFIED ETHICAL HACKER) ESOL (ENGLISH AS A SECOND LANGUAGE) INTERLINGUA: BASIC, MEDIUM AND ADVANCED TIER 2 TRAINING TAKEN DIRECTLY FROM UBER STAFF SIX SIGMA Page 3ExperienceDEVELOPMENT OF

A BRAND | SCHOOL PROJECT | In this project I developed a company which its main purpose was to improve security and privacy among internet users.

• Also, I created its logo and the way the company would be formed by.

