


# Carlos Manuel Alcantara Rodriguez

Computer Engineer Student

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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

●●●●●  
Excellent

● Linux OS

●●●●●  
Very Good

● IT Security

●●●●●  
Very Good

● Service Now

●●●●●  
Good

● Sendesk

●●●●●  
Good

● CRM

●●●●●  
Good

● Java

●●●●●  
Good

● Python

●●●●●  
Good



## Work History

● **Credit & Collections Agent**

AT&T, Naucalpan de Juarez, Estado de Mexico

- Bilingual credit and collections customer service advocate.
- Working with American AT&T, not as outsourcing.

2017-12 - 2018-05

2017-04 - 2017-11

- 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 resets, Accounts locked, security issues with local applications.
- Basic and Intermediate Windows troubleshooting, recovering BitLocker keys.

2016-01 - 2017-03

### Ops Supervisor

QUALFON TELEMAR, 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.

2019-08 - Current

2013-01 - 2015-01

2009-01 - 2011-01



## 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.



## Languages

- English



## Software

- Windows
- Ubuntu
- Kali Linux



Excellent



Very Good



Good