



Vanya Yepez

JR WEB DEVELOPER

vanya.yepez@gmail.com
55 9170 9103

About

My passion for problem solving and technology have kept my career entertaining. I have extensive experience as a Tech Support specialist. Looking for opportunities to grow as a Web Developer.

Experience

Customer Service Specialist - TTEC
Nov 2021 / Present - Mexico City, MX

- Customer Service Specialist and Tech Support for phone company. First contact with customers over the phone. Applied technical and creative skills to solve customer issues related mainly to tech support.

Cotton Candy Studios · Freelance

April 2017 / Nov 2021 - Mexico City, MX

- Activities included, Computer Repair and Technical Support.
- Acquisition of clients.
- Training on Web Design and Game Design.

Customer Service Interpreter - Language Line Solutions
Aug 2016 / Apr 2017 - Mexico City, MX

- Simultaneous Interpretation for customer service for Language Line Solutions. I was in charge of bridging the communication gap between clients accurately and completely, without omitting or embellishing.

Education

2002 - 2005, CCPM
Certified Graphic Designer & Programmer.
2004, CENEVAL
High School Diploma.

Skills

- HTML
- CSS
- Javascript
- Customer Service
- Tech Support
- Interpreting

Website



Contact

vanya.yepez@gmail.com
55 9170 9103
Mexico City,
Mexico