

VANYA YEPEZ XELHUANTZI

SKILLS

Python, Javascript (ES6+), jQuery, Typescript, React, Node.js, HTML, CSS, SQL, NoSQL, REST, Linux.
ServiceNow, Salesforce, Jira, Docker, Git.

WORK EXPERIENCE

Q4 Inc, Mexico City – *Support Specialist*

FEB 2025 – JUN 2025

In charge of highly technical escalations and development of custom setups that would fall outside of the capabilities of our in-house CMS using JS, jQuery, CSS and HTML applying a full lifespan escalation management approach. Refactor pieces of our current code base (JS, jQuery, HTML, CSS) to optimize performance of websites that loaded the data dynamically from our CMS modules applying advanced algorithm and data structure knowledge. Implemented JS graphs and data visualization pulling from JSON and XML feeds dynamically. Worked closely with server side configurations (host/DNS) and engineers to ensure security protocols and DKIM, DMARC authentication. Developed complex, backwards-compatible emails ensuring seamless display across platforms using XML, HTML and CSS.

Q4 Inc, Mexico City – *Support Analyst*

SEP 2022 – JAN 2025

In charge of facilitating high impact front end updates using our in-house CMS and Salesforce/Jira for ticketing. I created various tools using Salesforce, standalone JS web apps and browser plugins to keep track of KPIs, automate daily tasks and increase my performance.

Earnings Support – 1st Month of Each Quarter

As part of the earnings team, I created and planned processes for our client's Earnings releases.

I delivered time specific updates, bugfixes and priority support for deployments of earnings content using HTML, CSS, JS, jQuery and managing tickets through Salesforce.

Verizon, Mexico City – *Tech Support*

NOV 2021 – JUN 2022

Investigated and diagnosed issues related to network, application performance, data usage and 5G deployment for iOS and Android phones applying creative problem solving principles whilst ensuring exceptional client satisfaction (Speed, Quality, Empathy, De-escalation, Retention).

Successfully and accurately communicated technical concepts to a non-technical audience ensuring a lower client temperature and increasing account value.

EDUCATION

UVEG – *Software Development Engineer*

Currently pursuing my bachelor degree, Mexico City

CCPM – *Technician in Programming and Graphic Design*

JAN 2002 – JAN 2005, Mexico City