

José Angel Cortés Baillet

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EXPERIENCE

Do it Right S.A. de C.V.

Naucalpan de Juárez, México

Bilingual Telephone Agent

Oct 2020 – Mar 2021

- Responsible for providing customer service in English and Spanish, demonstrating effective communication, technical support, and problem-solving skills.
- I provided technical support, resolving software and hardware related issues for clients.

EDUCATION

Universidad Tecnológica de México

Ciudad López Mateos, México

Computer Systems Engineering

Estimated Graduation, Dec 2026

- **Enfoque:** Programming / Cybersecurity / IT
- **Materias Relevantes:** Data Structures and Object Oriented Programming (C++), Databases (SQL Server - Microsoft Access - SSMS), Network Support and Security, Network Protocols and Routing

PROJECTS

- **InstaFollowListPy** - Automation of Instagram follower extraction, reducing manual analysis time by 90% using the **Pandas** library.
- **InstaFollowListJS** - Development of interactive web interface made with **JavaScript, HTML and CSS** to facilitate the use of the program, allowing a more accessible experience for non-technical users.

SKILLS

CISCO

Languages

Certification CCNA: Introduction to Networks

English and Spanish

- **Skills:** IP Routing, VLAN

Certification Network Support and Security

Systems Management

- **Skills:** Network Security, Network Architecture

Windows, Linux, MacOS

Certification Python Essentials

- **Skills:** Python Fundamentals

Computer Hardware and Assembly

Experience building computers, identifying problems and solving, configuration and optimization of equipment updates and operating system management.

Alura Latam

Certification Java JRE & JDK

Certification HTML5 & CSS3

Certification Git & GitHub

- **Skills:** Version Control