FROYLÁN
VITELA

COMPUTER SYSTEMS ENGINEER

Computer Systems Engineering student with a technical background in programming. I consider myself responsible, adaptable, and skilled in problem-solving, leadership, and teamwork. I have experience in both technical support and user assistance, and I am seeking opportunities to continue developing professionally in the technology field.

Work Experience

Process Automation Intern

➤ *Electronic Cats / January 2025 – April 2025*

- Automation of internal workflows using tools such as Airtable, Make, n8n, and Discord webhooks.
- Development of workflows for CRM management, sales opportunities, and agent follow-up.
- Automated notification delivery and conversion of opportunities into projects.
- Process documentation and teamwork under an agile methodology.

Technical Support Assistant

Institute of Education of Aguascalientes / January 2024 – May 2024
➤ *QMC BEYOND QUALITY / June 2025 - September 2025*

- Direct support for employee technical incidents.
- Diagnosis and resolution of hardware and software issues.
- Escalation of complex incidents to specialized personnel for resolution.
- Preventive and corrective maintenance of equipment, with a focus on user support and operational continuity.

Process Improvement Intern

➤ *Jatco México / September 2025 - December 2025*

- Designed and implemented integrated operational solutions, including a modular Excel/VBA inventory management system and a unified database model.
- Coordinated multidisciplinary teams to align functional requirements, optimize workflows, and present strategic progress at the executive level.

Technologies & Tools

- *Frontend:* React (TypeScript, JavaScript)
- *Backend:* Node.js, Express, .NET
- *Databases:* MongoDB, SQL Server
- *DevOps / Infrastructure:* Docker
- *Programming Languages:* Python, C++, Java
- *Version Control:* Git, GitHub
- *Mobile / Embedded:* Android Studio, Arduino, Raspberry Pi

Certifications

Scrum Fundamentals Certified - Issued March 28, 2025

References

Eng. Andrés Sabas
Head of Engineering Department – Electronic Cats
Email: s@electroniccats.com

Eng. Jorge Padilla
Casting Department Head – Jatco
Email: jorge_padilla@jatco.co.jp

Contact

✉ vvitelacuevas@gmail.com

☎ +52 449 406 7829

Education

CBTis No. 168 / 2019 - 2022
Technical Degree in Programming

Polytechnic University of Aguascalientes / 2022 - Present
Computer Systems Engineering

Skills

- Leadership
- Teamwork
- Critical Thinking
- Assertive Communication
- Problem Solving

Portfolio

More about me at:
https://froglan.netlify.app/
My portfolio is a fully dedicated website showcasing my work.