

# Glendy Tuyuc

Web Developer

+502-5612-6256 | [glendytuyuc@gmail.com](mailto:glendytuyuc@gmail.com) | <https://www.linkedin.com/in/glendy-tuyuc>

## PROFESSIONAL PROFILE:

Dedicated, committed, responsible and with a great capacity for learning, I have experience in the area of caring for or communicating with people. I stand out for being proactive in teamwork.

## WORK EXPERIENCE:

### Freelancer

2023 – present

- ✓ Create web pages from scratch to generate personalized tickets.

### Customer Service Supervisor

Alorica Limitada Guatemala

Guatemala, Guatemala | January 2023 – March 2023

- ✓ Coordinate complex problem solving, demonstrating problem-solving skills.
- ✓ Provide guidance and support to the team to ensure high-quality customer service.
- ✓ Participate in continuous improvement initiatives to increase customer satisfaction.

### Customer Service Agent

Alorica Limited

Guatemala, Guatemala | 2020 – 2023

- ✓ Provide support to customers through various channels, such as phone and live chat.
- ✓ Resolve issues and complaints effectively, ensuring customer retention.
- ✓ Collaborate with other departments to improve customer service processes.

## EDUCATION & CERTIFICATIONS:

- ✓ UDEMY - [React & Typescript – The Complete Guide: Hooks, Context, Redux, MERN ] - [2023 - present]
- ✓ Systems Engineering– [Mariano Gálvez University of the Department of Chimaltenango, Guatemala - UMG ] [January 2023 1st Semester – June 2023]
- ✓ Bachelor's Degree in Commercially Oriented Computing [Centro Educativo Formación y Ciencia] – [2018 - 2019]

## SKILLS:

- Customer Service
- Effective Communication
- Problem Solving
- Customer Relationship Management
- Teamwork

## LANGUAGES:

- Spanish: Natal
- English: Intermediate Level

## TECHNICAL SKILLS:

- HTML
- CSS
- JAVA SCRIPT
- REACT JS
- TYPESCRIPT
- TAILWIND
- BOOTSTRAP
- GIT
- MYSQL
- MONGO DB