

Glendy Tuyuc

Web Developer

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PROFESSIONAL PROFILE

Dedicated, committed, responsible and with a great capacity for learning. I stand out for being proactive in teamwork, put into practice in my previous job as a customer service representative and as a supervisor. With more than a year of being self-taught learning programming and putting into practice each learned skills, always focusing on delivering the best solutions in every situation having another point of view improving and optimizing every task given.

WORK EXPERIENCE

Freelancer

2024 – present

- ✓ Web pages from scratch to generate personalized and downloadable 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

- ✓ Typescript Developer Bootcamp Laserants – 28 Hours of learning and putting into practice, JavaScript, Typescript, GitHub Actions, Express, Prisma, Postgres, Turborepo, Docker, Jest for Unit Test, and Playwright for End 2 End Test.
- ✓ UDEMY - [React & Typescript – The Complete Guide: Hooks, Context, Redux, MERN]
- [2023 - present]
- ✓ EF SET English Certificate B2 Upper Intermediate. Expedicion: junio 2024. ID de la credencial jKhZD1

- ✓ 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 in San Juan Comalapa, Chimaltenango] – [2018 - 2019]

SOFT SKILLS

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

LANGUAGES

- Spanish: Natal
- English: Intermediate Level B2

TECHNICAL SKILLS

- | | |
|--------------|------------------|
| • HTML | • GITHUB |
| • CSS | • GITHUB ACTIONS |
| • JAVASCRIPT | • MYSQL |
| • REACT JS | • POSTGRES |
| • REACT | • MONGO DB |
| • REDUX | • DOCKER |
| • TYPESCRIPT | • EXPRESS |
| • NEXT JS | • PRISMA |
| • TAILWIND | • NODE JS |
| • BOOTSTRAP | • JEST |
| • GIT | • PLAYWRIGHT |