

Emmanuel Haro

33-11-59-75-85 | emmanuelharo04@gmail.com | linkedin.com/in/emmanuel-haro | github.com/Haaroo

SUMMARY

With a strong background in software quality and technical support, I have demonstrated skills in meticulous execution of test cases to ensure compliance with client requirements and design specifications. My ability to communicate technical issues clearly and understandably resulted in a significant reduction in resolution time and increased user satisfaction.

TECHNICAL SKILLS

Programming Languages: Python, C++, SQL, HTML, CSS, JavaScript, React

Deep Learning Frameworks: TensorFlow

Libraries & Tools: NumPy, Pandas, Git, Jira, PostMan, Microsoft SQL Service Managment, Osticket, Freshservice

EXPERIENCE

Intern APYMSA

Oct 2022 – Jul 2024

Manual Tester

Jal, Mex

- I executed detailed test cases for multiple software functionalities, ensuring compliance with client requirements and design specifications.
- I identified and documented over 200 test case throughout the project lifecycle, using tools like JIRA and XRay to track the status of each issue from detection to resolution.
- Prioritized critical functionality testing based on project deadlines, ensuring on-time software delivery without compromising quality.

Technical support

- I closely collaborated with the development team to identify and resolve issues between applications, enhancing the end-user experience and software stability.
- I handled multiple support requests simultaneously while maintaining high standards of quality and response times, quickly adapting to changing workplace demands.
- I communicated technical issues clearly and understandably to non-technical users, resulting in a 30 percent reduction in problem resolution time and improved user understanding.

Zurich - AgileThought

Aug 2021 – Oct 2021

Technical support

Remote

- Ability to diagnose complex technical issues and find effective solutions efficiently.
- Experience in the installation, configuration, and maintenance of hardware and software according to customer or user needs.
- Experience in remotely resolving issues using remote access tools such as TeamViewer, Remote Desktop, among others.

EDUCATION

Centro Universitario de Ciencias Exactas E Ingenierias

Jalisco, Mex

Ingeniero en Computación

Aug 2019 – Aug 2024 – Proceso de titulación

Conalep Tlaquepaque 077

Jalisco, Mex

Profesional Tecnico Bachiller en Informatica

Aug 2016 – Aug 2019 – Certificado

CERTIFICATIONS

- User Experience (UX) Design - Certificate (Google)
- Front-End Web Development Certification
- Proulex Certification - English B2