Luis Angel Marin Rodriguez

Skills

Technical Skills

- JavaScript
- Python
- HTML
- CSS
- GIT
- Github / Gitlab
- Visual Studio Code
- Chat GPT
- PyTorch
- Photoshop
- Premire Pro
- SDLC / STLC
- Testing
- Excel
- Office 365
- Hardware Technical
- ETC

Soft Skills

- English C2
- Spanish Native
- Customer Relation
- Analytical
- Team Player
- Creative
- Excellent Communication

Summary

Results-driven professional with 6+ years of experience in customer-facing roles for prominent American banks and utility companies. Currently working as an Underwriter at HCL, where I analyze complex financial data to make informed credit decisions. With a strong foundation in analytical skills and a passion for technology, I am now pursuing a career transition into software development, leveraging my certifications, projects, and ongoing education in programming and software testing.

Experience

HCL Technologies — Underwriter — 2/23 - Current

Main tasks

- review financial profiles for a USA bank, to determine if it would be best to approve or decline credit inquiries for cars, recreational vehicles, boats or cash.
- Applied best practices to align accounting processes with current laws and regulations.
- Maintained journal entries to track and analyze credit and debit transactions.
- Applied understanding of tax code to conduct financial reviews and prepare documentation for external auditors.
- Maintain the best quality and review process updates weekly, while taking constantly high risk decisions to ensure the best business for the bank.
- Gathered and collected all financial information for business and verified accuracy in system.
- Evaluated office processes, making suggestions to improve efficiency.
- Developed Excel tools (calculators, tables of content, ETC)
- Devlepoed HTML, CSS and Javascript tools.

Contact info

📍 Minerva Av Vallarta - Guadalajara, Jalisco   📞 +52 3340005745

Tata Consultancy Services — Customer Service Representative / Recruitter — 8/21 - 2/23

Contacts

📞 **+52 3332483975**

✉️ **itsect3r@gmail.com**

in **Linkedin**

○ **Github**

◈ **Gitlab**

Download CV

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Main tasks

- Increased efficiency and team productivity by promoting operational best practices.

- Help customers with starting electric service for SCE (Southern California Edison), or tuning off the service

- Explained Solar information to customers regarding rebates, incentives, programs and benefits

- Helped customers fill in applications for LIQP (Low Income Qualified Programs), And review recertifications process And medical programs enrollment.

- review billing inquires and review charges and balance info such as KWH monthly using graphs to compare and explain usage info

- Recruit Persons with the standard requirements of the company knowledge, abilities and experience., Helped New Agents with documents filling and creating online profiles for the company, give fallow up with recruiters and other departments to help new agents continue there process.

Contact info

📍 **Av Camino al ITESO - Guadalajara, Jalisco**   📞 **+52 3330038200**

Teleperformance `Customer Service Representative`   `6/19 - 8/21`

Main tasks

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.

- Used consultative techniques to understand customer needs and make strategic referrals to business partners.

- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions

- Maintained and managed customer files and databases.

- Assisted customers with opening accounts and signing up for new services.

- Offer Remote trouble shooting for online issues help opening credit card accounts

- review billing information and explained detailed information to customers meeting Average Handle Time Expectations

- review charges and Negotiating Late Fees

Contact info

📍 **Av Camino al ITESO - Guadalajara, Jalisco**   📞 **8001110202**

High School Diploma

UNE UNIVERSITY - 45400, Av. Tonaltecas 333, El Zapote, Tonalá, Jal.

Certifications

(🔥) FreeCodeCamp

- Responsive Web Design

🌀 Solo Learn

- HTML

- CSS

- JavaScript

- Python

</> EPAM Systems

- Software Testing