Carlos Isaac Rosas González

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Profile

Software and Network Design Engineering student at UVM, with experience in technical customer support and knowledge in web development. Passionate about solving complex problems and learning new technologies. Interested in joining development teams that apply agile methodologies and collaborative approaches.

Academic projects

- Developed a simple website with a product card creation system, including information such as name, description, and price, using HTML, CSS, JavaScript, and Firebase for database creation.
- Ongoing creation of a personal blog project using HTML and CSS.
- Developed a text encryptor using JavaScript to decompose regex.

Professional experience

OpenTable *(September 2024 – October 2025) | Customer Service Representative*

- Handled incoming calls, chats, and emails
- Resolved a wide scope of issues related to the OpenTable system for restaurants, checking in software settings and internal tools to locate problems
- Guided users to maximize the potential of their product, including but not limited to restaurant pacing, marketing campaigns, restaurant-guest communications, multi-branch restaurant user-organization
- Work closely with teams such as AM, T2 and Billing, also gained good practices from them
- Made QA assurance rounds while peers from QA team were absent, using LevelAI to rate Support interactions

PayPal, Inc. *(February 2024 – July 2024) | Customer Service Specialist*

- Handled incoming calls and chats
- Resolved issues related to user accounts, money transfers, and P2P payments
- Ensured user account security
- Assisted users in fraud and phishing cases
- Escalated contacts to higher-level teams or supervisors as needed

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Education

Universidad del Valle de México (UVM) *(November 2024 – November 2027)*
Bachelor's Degree in Software and Network Design Engineering

- Object-Oriented Programming (OOP) methodology
- Databases
- Software and Application Development and Maintenance

Colegio de Bachilleres *(July 2024 – October 2024)*
General High School with basic training in Informatics

- Programming logic knowledge
- SQL management
- PHP
- Object-Oriented Programming (OOP) methodology

Technical skills

Programming Languages: JavaScript, Python
Web: HTML, CSS
Tools & Version Control: Git, Jira, Zendesk
Databases: MySQL
Design: Photoshop, Lightroom

Courses and certifications
- Front-End Development by Meta
- GitHub Foundations course by Codigofacilito
- IT Support by Google | *Ongoing*
- Cisco IT Essentials 7 (CompTIA A+ 220-1002) | *Ongoing*
- English Certification C2 by EF SET