

# Joseph Cano

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## Education

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### Instituto Panamericano

BILINGUAL SCIENCES

Jan 2016 – Dec 2018

### Technological University of Panama

BS IN SOFTWARE ENGINEERING

Jan 2019 – Present

## Work Experience

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### Sitel Panama

TECHNICAL SUPPORT SPECIALIST

Oct 2019 – Dec 2019

- Geek Squad technical support.
- Provide customer service to clients looking for help with technology.
- Solve technical issues remotely.
- Remain in contact with agents on the field.
- Create detailed reports for future reference.

## Skills

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**Programming Languages:** Java, Python, C

**Languages:** Spanish, English, German

**Soft Skills:** Problem Solving, Logical Thinking, Collaboration, Flexibility, Multitasking