



# LUIS GUZMAN

## SYSTEM ENGINEERING STUDENT

### PERSONAL PROFILE

Graduated with Bachelor's Degree in Computer Science with knowledge of software development and design. Besides that, I am experienced in supporting people as a customer service agent.

### WORK EXPERIENCE

#### Customer service representative

Telus International | Sept 2020 - Jan 2021

- Conduct day-to-day supporting customers at using walmart.com website
- Create the best environment for them solving their problems

#### Customer service Agent

Webhelp | Nov 2021 - March 2022

- I was in charge of supporting customers through chat at the CashApp account.

### EDUCATIONAL HISTORY

#### Universidad Tecnológica de El Salvador

System and computing engineering | Currently Studying

#### Liceo Cristiano Reverendo Juan Bueno

Bachillerato General| Jan 2014 - Dec 2015

#### Telus Academy

English | April 2020 - June 2020

Advance english course

#### Platzi

Certificates | Jan 2021- Mar 2021


- Object Oriented programming
- Basic programming
- Git
- Logic thinking

### TECNICAL SKILLS

Hardware	Software	Programming Languages	Operating system
Maintenance	Microsoft Office	Java	Windows Server
Drivers	Visual Studio Code	JavaScript	Windows
Cleanliness	SQL Server	CSS	Linux
		HTML	

### CONTACT ME AT

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 Luis Guzman

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### SKILLS SUMMARY

●●●● Result-oriented





●●●● Knowledge of programming

●●●● Advance English

●●●● Self-taugh

●●●● Process Improvement

### CERTIFICATES

-  JavaScript
-  Object-Oriented programming
-  Advance English
-  Java Certification Course