

MARIO DIOSDADO

Austin, Tx
03/22/1982

Education

Bachelor's degree in Computer Science
TecMilenio University - Mexico/2009-2014

Diploma in Software Design
D4 Reality - Mexico/2014

Coding boot camp (in progress)
University of Texas at Austin

Work Experience

Waymo (assignment through Adecco)

Austin Tx 10/2018-11/2019

Fleet Operations Specialist

- Designed simulated agents that interact in realistic ways with the self-driving car
- Filter simulated data and detect the most interesting issues
- Generate simulations that target specific challenges

- Responsible for a team of 10 tech support representatives
- Monitored quality in a tech support and customer service environment
- Acted as senior tech support expert

AT&T

Austin Tx 03/2017 – 10/2018

Advanced Technical Support Specialist

- Assisted AT&T Wireless customers with any issues related to their devices and network
- Provided first class customer service

Microsoft

Mexico 06/2010 -03/2011

Tech support/Customer service agent

- Assisted as Tech Support for Windows 7 launch
- Troubleshoot of network and general issues for Windows and X-box

Hewlett-Packard

Mexico 01/2006 – 08/2007

Tech support agent

- Troubleshooting for hardware and network issues on HP notebooks

BananaMedia

Mexico 10/2014 – 12/ 2016

Junior Web Developer

- Developed different websites and applications
- Worked with other developers
- Communication with clients

Hispanic Teleservices

Mexico 01/2006 – 08/2007

Supervisor for LYNX Services invoicing

- Responsible for a team of 25 representatives
- Monitored quality
- Trained new employees
- Coordinated meetings between company and client

Cyberfix

Mexico 03/2011 – 07/2014

Tech support - Team Supervisor

Skills

Software

- Javascript/Jquery/Ajax
- Windows/OSX
- Microsoft Office

Spoken languages

- English
- Spanish