

Arely Zuleika Espino Dávalos

(+52) 449-165-53-11

📍 Aguascalientes, México

✉ arelyzuleika@gmail.com

🌐 <https://github.com/Moonrise777>

PROFESSIONAL EXPERIENCE

Technical Support Representative | Teleperformance

Oct 2022 - Oct 2023

- Boosted customer satisfaction rates by providing timely and effective technical support services to end-users.
- Resolved hardware and software issues promptly, enhancing overall user experience and retention.
- Demonstrated adaptability and advanced English communication skills in a professional environment.

EDUCATION

Universidad Autónoma de Aguascalientes

Aug 2021 - Dec 2025

Bachelor's Degree in Computer Systems Engineering

CERTIFICATIONS

- AWS Academy Cloud Security Foundations.
- AWS Academy Cloud Architecting.
- Cisco Networking Academy Networking Basics.

TECHNICAL SKILLS

- **Languages:** Java, Python, JavaScript (ES6+), TypeScript, PHP, SQL, C, C++.
- **Front-End:** React.js, Angular, HTML5, CSS3, Tailwind CSS, Sass, Bootstrap.
- **Back-End:** Node.js, Flask, Laravel, Firebase, Cake PHP, RESTful APIs (CORS).
- **Tools & Cloud:** AWS, Docker, Git, GitHub, Postman, Vite, CI/CD Pipelines, DevOps.

LANGUAGES

- Spanish: Native
- English: Advanced
- Japanese: Beginner