

# Arely Zuleika Espino Dávalos

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📍 Aguascalientes, México

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🌐 <https://github.com/Moonrise777>

## PROFESSIONAL EXPERIENCE

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### 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

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### Universidad Autónoma de Aguascalientes

Aug 2021 - Dec 2025

Bachelor's Degree in Computer Systems Engineering

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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- **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

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