Arely Zuleika

COLLEGE STUDENT OF COMPUTER SYSTEMS ENGINEERING

I find it compelling to embark on a career in the field I have dedicated myself to throughout my academic studies.
I am eager to apply the knowledge and skills I have acquired, contributing effectively to a professional environment while furthering my expertise.

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EDUCATION

2018-2021 | PROFESSIONAL BACHELOR IN COMPUTER SCIENCE
Conalep José Refugio Esparza Reyes
2021-PRESENT | BACHELOR'S DEGREE IN COMPUTER SYSTEMS ENGINEERING (EXPECTED DECEMBER 2025)
 Universidad Autónoma de Aguascalientes

EXPERIENCE

2022-2023
TELEPERFORMANCE

- Boosted customer satisfaction rates by providing timely and effective technical support services.
- Provided technical support to end-users, resolving issues promptly while enhancing customer satisfaction.

LANGUAGES

- Spanish ｜ Native
- English ｜ Advanced
- Japanese | Begginer

SKILLS

- Customer technical support
- Technical support and assistance

Front-End Development:
- HTML, CSS, JavaScript
- React.js / Angular
- Responsive Design (Bootstrap, Flexbox/Grid)
- UI/UX Principles & Cross-Browser Compatibility

Back-End Development:
- Node.js
- Python (Flask) / PHP (Laravel)
- RESTful API Design & Development
- Databases: SQL (MySQL) & NoSQL (MongoDB, Firebase)
- Authentication (JWT, OAuth) & Security Best Practices

Tools:
- Git/GitHub, AWS/Cloud Services
- Agile/Scrum Methodologies
- Testing (Jest, Mocha, Postman)