

Nathaniel Antonio Cano Salas

Professional Summary

Quality and Assurance analyst and Knowledge Management lead working with a SCRUM team and implementing Agile methodologies for leading a Customer Service Desk. Familiar with Tryvium's chat services, Amazon Web Services used for telephony services and ServiceNow ticketing system and central knowledge repository maintenance. Constantly seeking for improvement and building a career in Web Development.

Education

**Computer Systems Engineer,
Student.**
2021-Present.

Biomedical Engineering Graduate.
**Universidad Autónoma de
Querétaro**
2014-2019

Software Skills Languages

- Java
- Javascript
- React
- NodeJS
- CSS
- Git
- SQL
- MongoDB
- HTML5
- Spanish (Native Speaker)
- English (Good)
- German (Basic)

Skills

- Agile
- Critical Thinking
- Problem Solving
- Effective communication
- Customer Service
- Quality & Assurance
- Knowledge Management
- Data analysis

Santiago de Querétaro, Querétaro, México.
+52 442 437 9211

nathacasa07@outlook.com
<https://github.com/NCanoS>
www.linkedin.com/in/nathaniel-cano

Experience

Quality Assurance Lead

TCS: TATA Consultancy Services

October de 2022- present

- Performed statistical analysis to gauge agents performance. Identified agents strengths and weaknesses to delegate tasks appropriately.
- Monitored agents interactions with customers through email, chats and phone calls.
- Provided feedback to agents in order to work in their areas of improvement and reaffirm their strengths.
- Adjusted and created QA standards to comply with customer's Key Product Indicators.
- Followed up with customers negative reviews to identify areas of improvement.

Knowledge Management Lead

TCS: TATA Consultancy Services

March de 2021 - present

- Reviewed and maintained a central wiki where agents can find guides for troubleshooting issues and information on Processes scopes.
- Updated, created and removed guides accordingly to the necessities of the business.
- Reviewed agents feedback to maintain easy to understand. Collaborated with customer's engineers to create and update processes.
- Kept team informed about any changes made on the central Knowledge Base.
- Investigated error codes, crash reports, applications functionalities, OS performance, etc to create guides for newly found issues.

IT Service Desk Analyst

TCS: TATA Consultancy Services

May 2019 - October 2022

- Attended customer's computer related and applications related reports.
- Diagnosed and provided Technical software troubleshooting to the business applications, company network, computers, printers, servers and mobile devices.
- Showed good communication skills to guide customers solving their reports and identifying their needs.
- Kept records of every customer interaction.
- Monitored central network sites and escalated high priority issues that affected multiple customers to the correct troubleshooting team.
- Identified hardware issues and guided customers accordingly to their local IT team for further troubleshooting or replacement given the case.
- Configured and installed hardware peripherals and applications according to customer's needs.

Testing and Calibration Engineer Trainee
CMR: Compañía Mexicana de Radiología
August 2018 - December 2018

- Analysis, validation and repair of electronic circuits that built up medical X Ray diagnosis machines.
- Callibrated Radiation emissions thorough specialized software and radiation sensors.
- Configured and installed software on the X Ray machines.
- Assembled the respective electronic components used on the X Ray machines.

Biomedical Engineer Practitioner Trainee
Hospital de Especialidades "El Niño y La Mujer"
February 2018 - August 2018

- Provided preventive and corrective maintenace to medical equipment.
- Kept records of dates and actions taken on maintenance.
- Assited on facility maintenance of surgical rooms.
- Attended nurses and doctors reports related to malfunctioning of medical equipment.

Courses and Certificates

DQbito
Certification on Biomedical Engineering
2017

UCamp
Bootcamp on Full Stack Development
In course