

RODOLFO GUTIERREZ

SYSTEM ENGINEER

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SUMMARY

Bilingual Systems Engineer, I have experience in the customer service role, I am also into IT and continuous learning, contributing efficient solutions and a mindset focused on constant improvement.

PROFESSIONAL EXPERIENCE

Customer service representative, Foundever Nic(Starbucks campaign) October 2023- December 2025

- Provided high-quality customer support through phone and chat channels, ensuring a friendly, efficient, and brand-aligned customer experience
- Ensured compliance with data privacy guidelines by avoiding disclosure of sensitive information (payment details, account credentials, personal data) across channels not authorized for sensitive communication.
- Followed strict verification procedures before making any account-related changes, protecting customer data and adhering to Starbucks privacy standards.
- Demonstrated strong multitasking skills by navigating systems, documenting cases, and maintaining real-time communication with customers.
- Collaborated with supervisors and cross-functional teams to escalate unresolved or high-priority issues, ensuring prompt follow-up and case closure.

Development of multiple software web and desktop applications

2019-2023(College time)

- Personal portfolio
- Mockup of a web page for a delivery business
- Transactional web page for a restaurant business
- Commercial invoice desktop application

EDUCATION

2019 - 2023

System engineering

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- Showed proactive learning habits by studying English and additional IT topics independently to expand career opportunities.
- Training focused on software development and databases
- Participation in academic projects for web development and desktop applications.
- Analytical and problem-solving skills applied to identify root causes and propose improvements.

HARD SKILLS

Language and software tools:

HTML, CSS, Javascript, SQL Server, .NET, Git, Github

MS Office

Typing skill(35-45WPM)

Incident resolution

Product Information Handling

Technical solutions to non-technical users in a simple and effective way

SOFT SKILLS

Critical thinking

Very self taught

Adaptability

Empathetic

Very communicative

Patience and Stress Management

Multitasking

Problem-Solving

ADDITIONAL INFORMATION

- **Languages:** English(Fluent speaker), Spanish(native)
- **Awards/Activities:** Top customer service agent certificates(2025)