

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 **October 2023- December 2025**

- I served customer service in high-demand environments, ensuring clear and effective communication.
- Development of skills in empathy, adaptability and time management.

Development of multiple software web and desktop applications **2019-2023(College time)**

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

TECHNICAL SKILLS

Language and software tools:	MS Office
HTML, CSS, Javascript, SQL Server, .NET, Git	Typing skill(35-45WPM)

SOFT SKILLS

Critical thinking	Very self taught
Empathetic	Multitasking

EDUCATION

System engineering **2019 - 2023**

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- Training focused on software development and databases
- Participation in academic projects for web development and desktop applications.

ADDITIONAL INFORMATION

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