

# RODOLFO GUTIERREZ

## SYSTEM ENGINEER

Jinotepe Carazo, Nicaragua | rodolfo.rm900@gmail.com | +505 57622343 | <https://github.com/Rudolph-NI>

### 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)