



Christian Mata Juárez.

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[Repositorios GitHub](#)

About me:

I like to be an active, dedicated and responsible person in the workplace. I classify myself as self-starter, attentive to detail, autonomous, neat and perfectionist. Lover of sports and writing, I have knowledge in spelling and advanced writing, basic editorial process, as well as logic, programming languages and web development. My deepest tastes include video games, music, programming, archery, and traveling.

Professional objective:

My goal is to share my knowledge and learn from others to improve where I am weak and consolidate those where I am strong. By doing so I will be able to provide support to the company to achieve its goals in the most efficient way. Likewise, I am undertaking a new goal in my professional development by entering the world of programming and web development.

Studies:

Universidad Nacional Autónoma de México.

- Filosofía (pasante).

Instituto Politécnico Nacional.

- Ingeniería en computación (3rd semester, not finished)

Work experience::

[Magazine of the University of Mexico \(March 2018 – September 2018\). Social service.](#)

Style editor: style and orthotypographic correction of originals, galleys and models. Review of the final versions (both physical and digital) of the magazine. Management and documentation of the magazine's collection. Introduction of corrections made by the editorial team, in the original documents. Comparison of the entire critical apparatus of the articles. I contributed to six editions of the magazine in a period of six months with positive comments about my work.

[Palacio de Hierro \(March 2019 – April 2020\).](#)

E-commerce content editor and analyst: During my period in this company I collaborated in the enrichment of more than ten thousand products for its website: www.palaciodehierro.com.

Galileo SAPI de CV (October 2020 - currently).

Jr/sr customer service agent (October 2020 - February 2023)

First-line collaborator in the customer service area. I started part-time until reaching full-time, with good evaluations throughout those two and a half years. Managing CRM and different channels: WA, chats, networks, emails, calls, forms, among others.

Customer Service Manager (February 2023 - October 2024)

Today I am one of the customer service managers at Galileo SA de CV, as a manager I led a large team (40 people) for the brands of Ben & Frank México, Ben & Frank Chile, Ben & Frank Colombia and Bombavista, in addition to the home delivery area, although currently I only handle Ben & Frank México, Bombavista and home delivery.

Knowledge:

Dev	Otros
<ul style="list-style-type: none">● HTML.● CSS.● JavaScript.● React.● Next.js.● Vite.● Node.● Express.● git/GitHub.● Docker (básico).● Python (flask/django).● Python Blender (básico).● C++ (básico).	<ul style="list-style-type: none">● Spelling● Drafting● Style correction● Orthotypographic correction● English● Fast learning● Office Word and Excel

Certifications:

- - Desarrollo Web Flex
- - React Js Flex
- - JavaScript Flex
- - Programación Backend.
- Git &Github certificate.
- Django certificate