

ANDY ESTRELLA

PROFESSIONAL PROFILE

I am a highly motivated professional with a solid background and experience in the field of information technology. My passion for problem solving and my ability to create innovative solutions has allowed me to excel in different areas of work. My ability to communicate effectively and translate complex technical problems into understandable terms has been instrumental in ensuring customer satisfaction.

CONTACT INFORMATION

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- <https://github.com/SkullV5>
- Quito, Ecuador

QUALIFICATIONS

- Customer Service
- Certification in office automation (Office)
- Commitment to quality results

COMPETENCIES AND SKILLS

- Good interpersonal and communication skills
- Excellent organizational and multi-tasking skills
- Excellent written proficiency

PREVIOUS EDUCATION

ESPE Armed Forces University

Information Technology Engineering (2020 - Present)

- Member of the technology and programming club

WORK EXPERIENCE

Operational assistant (Warehouse)

EcCity (mar. 2023 - aug. 2023)

During my time at EcCity, I had the privilege of performing the role of Warehouse Operator and Logistics Manager, where I was able to combine my expertise in inventory management with a strong focus on customer service. Skills:

- Customer Service: I maintained constant and cordial communication with customers to ensure they were informed about the status of their orders and to respond to their questions or concerns in a timely manner.
- Returns and Complaint Management: I handled product returns and customer complaints in an efficient and professional manner. I proactively resolved problems and provided appropriate solutions to maintain customer satisfaction.
- Teamwork: I worked closely with the logistics team and other departments to ensure smooth coordination of operations.

IT Support Technician

Gizmo's (sep. 2022 - feb. 2023)

I worked as a Support Technician specialized in software and hardware maintenance. I gained experience in solving technical problems quickly. I was committed to provide the best user experience. I gained knowledge in installation, configuration and optimization of computer equipment. Skills:

- Technical support
- Troubleshooting computer software and hardware
- Customer Service

Front end developer

LATAM Systems (jan. 2022 - jun. 2022)

I specialized in cross-platform user interface design and development. I gained extensive experience in Ionic Framework, Angular and Typescript to create engaging and high performance experiences. I gained intuitive interface design skills that enhance user interaction with cross-platform applications. Skills:

- Hybrid application development with Ionic.
- Debugging and troubleshooting applications
- Extensive proficiency in JavaScript for the development of interactive and dynamic web applications.



5 Courses

**Technical Support
Fundamentals**

**The Bits and Bytes of
Computer Networking**

**Operating Systems and You:
Becoming a Power User**

**System Administration and
IT Infrastructure Services**

**IT Security: Defense against
the digital dark arts**



Nov 10, 2023

ANDY ESTRELLA RUIZ

has successfully completed the online, non-credit Professional
Certificate

Google IT Support

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

Ana Paula Peres

Google

The online specialization named in this certificate may draw on material from courses taught on-campus, but the included courses are not equivalent to on-campus courses. Participation in this online specialization does not constitute enrollment at this university. This certificate does not confer a University grade, course credit or degree, and it does not verify the identity of the learner.

Verify this certificate at:

<https://coursera.org/verify/professional-cert/MPPVZT9T3H56>



Certificado de estudios

para acreditar que

Andy Johan Estrella Ruiz

completó y aprobó los estudios de

Administrador de servidores



Ciudad de México a 03 de enero de 2022

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Certificado de estudios

para acreditar que

Andy Johan Estrella Ruiz

completó y aprobó los estudios de

Técnico en informática (Ofimática)



Ciudad de México a 07 de agosto de 2021

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Certificado de estudios

para acreditar que

Andy Estrella Ruiz

completó y aprobó los estudios de

Lógica de programación



Ciudad de México a 20 de febrero de 2021

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