Ivan Alcantar
COMPUTER ENGINEER

Motivated Computer Engineer with hands-on experience at Cisco, specializing in networking and failure analysis. I bring a strong technical skill set, enhanced by excellent customer service abilities gained through a robust background in retail. My experience balancing work and academic responsibilities has honed my time management and problem-solving skills. Passionate about technology and continuous learning, I am eager to contribute to innovative projects and advance my career in dynamic environments.

PROFESSIONAL EXPERIENCE

FAILURE ANALYSIS ENGINEER - INTERNSHIP
Cisco Systems | Zapopan, Jalisco   2024

- Worked on real-world problems, enhancing soft skills and hardware knowledge along with industry professionals, engaging in meetings and discussions.
- Optimized processes for Issue Classification Discovery improving its effectiveness.
- Managed Failure Analysis cases and documenting the processes.
- **Highlight: Cisco LATAM Intern Showcase:**
  1st place – Improving Platform Adoption

SALES EMPLOYEE - PART TIME
"El Gambusino" | Jewelry Workshop And Sales   2018 - 2023
2024 - Present

- Assisted customers with selections and repairs.
- Improved customer service skills and product knowledge.
- Negotiated with suppliers to ensure best quality and pricing.
- Balanced work with computer engineering studies.

EDUCATION

COMPUTER ENGINEER
Universidad de Guadalajara - GPA 98/100
2019 - 2024
Highlight: Game to learn Python
Part of Final Degree Project at UDG
2023

PROGRAMMING TECHNICIAN
Technological High School Diploma
2017 -2019

SKILLS

- Customer Service
- Data Analysis
- Problem Solving
- Programming
- Networking Engineering

CERTIFICATIONS AND COURSES

BY CISCO NETACAD:
CCNA certification in progress:
- All CCNA courses completed
- IoT Fundamentals: Connecting Things

OTHER COURSES:
- Diploma in Neurolinguistics
- Data Encryption using AWS KMS
- Azure: Create a VM and a Web Server
- ML Pipelines with Azure ML Studio
- Regular Expressions in Python
- Database Operations in MariaDB Using Python From Infosys
- Create a Virtual Private Cloud (VPC) Using AWS
- Big Data and Its Impact To Society

NON-PROFIT

Social service - Part of UDG program 2023

I worked with elementary school children to promote reading among them.

Volunteering, Cisco Time2Give initiative
- Compost volunteer at "Las Espuelas" Ranch, 2024
- Food Bank volunteer at Diocesan Food Bank, 2024

LANGUAGES

Spanish (Native)
English (Professional)
Italian (Intermediate)
French (Intermediate)

LANGUAGE STUDIES
"Marqueza" Academy
2019 - 2022

INTERESTS

- Playing classical music piano
- Regular gym workouts and weekly biking sessions
- Reading books in multiple languages
- Coloring drawings for relaxation
- Writing fiction and short stories

CONTACT

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