



Wilson Hernandez

DESARROLLADOR

Residencia:

Guatemala, Guatemala

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Página web: willrath47.github.io/web-page

Habilidades

- HTML5 & CSS3
- JavaScript
- React
- SQL
- Python
- C#
- Unity
- Bootstrap
- GitHub

Lenguajes

- Español
- Inglés

Experiencia

Soporte técnico

Telus international, Guatemala
15 de Marzo 2021- 08 junio 2022

- proveer soporte técnico básico a diferentes clientes, soporte de email, internet y telefonía
- proveer excelente experiencia para el cliente
- creación de tickets para escalar nivel de problemas

Atención al cliente

Alorica, Guatemala
20 de Junio 2022- actualmente

- atención al cliente bilingüe
- soporte técnico básico.
- solución de problemas a clientes.

Educación

2018-2020 Bachillerato en computación

Colegio Juventud Activa

actualmente Ingeniería en sistemas

cuarto semestre, Universidad
Mariano Gálvez



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DEVELOPER

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Skills

- HTML5 & CSS3
- JavaScript
- React
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- Python
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languages

- Spanish
- English

Work Experience

Tech Support

Telus international, Guatemala

March 15th 2021 - June 8th 2022

- Provided tech support to clients and helped them resolved issues with their email, internet or Telecommunications
- Provided Exelent customer experience
- Upload Tickets for scalations of higher level issues

Customer Support

Alorica, Guatemala

June 20th 2022- currently

- customer support over the phone, helped customer with any billing issues.
- basic troubleshooting .

Education

2018-2020 computer science High-School diploma

Juventud Activa school

currently software engineering and computer science

Fourth semester(second year),
Mariano Gálvez university