



JHOAN S. GONZALEZ MONTAÑA

Profesional orientado a resultados, con experiencia en superar metas y crear relaciones sólidas con clientes, destacando por organización, trabajo en equipo y servicio excepcional.

EDUCACIÓN

SENA

Tecnólogo Análisis y Desarrollo de Software, en curso.

Praxis Institute

Técnico en inglés, 2021

INDESA

Bachiller, 2019



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Danubio



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EXPERIENCIA LABORAL

Tech Support Representative.

Webhelp, Dic 2021 - Nov 2023

- Servicio técnico. Crear, actualizar y cerrar Tickets. Documentar casos. Categorizar y resolver casos dependiendo de la urgencia. Acompañar y detallar la documentación para escalaciones.

Customer Service Representative.

Accedo Technologies, Jun 2021 - Dic 2021

- Servicio al cliente. Brindar información clara sobre facturación y pagos. Traducción de documentos en español a inglés para clientes bilingües

CURSOS / HABILIDADES

- Comunicación
- Resolución de problemas
- Liderazgo
- Gestión del tiempo
- Toma de decisiones
- Bilingüe
- Ventas y gestión
- Investigación
- Trabajo en equipo
- Microsoft Office

Curso bootcamp intensivo de programación

Conocimiento básico.
MINTIC, 2025.

IDIOMAS

Idioma Inglés

Nivel Oral Bilingüe.
Nivel Escrito Avanzado.

To Whom It May Concern,

It is my pleasure to recommend **Jhoan Sebastian Gonzalez** for any opportunity that aligns with his remarkable skills and work ethic. As a seasoned Project Analyst with a master's degree in data science and software engineering and nearly half a decade of experience in the field, I've had the privilege of working alongside many talented individuals—few have demonstrated the same level of dedication, technical proficiency, and collaborative spirit as Sebastian.

Throughout our time working together, Sebastian consistently displayed a high degree of professionalism, adaptability, and initiative. Whether navigating complex datasets, contributing to critical technical solutions, or collaborating across interdisciplinary teams, he approached each task with analytical rigor and a results-driven mindset.

What sets Sebastian apart is his ability to bridge the gap between technical depth and strategic insight. He is equally comfortable coding efficient solutions as he is communicating findings to stakeholders or project managers. His contributions often led to measurable improvements in efficiency, decision-making, and overall project success.

Moreover, Sebastian's integrity and humility make him a true asset to any team. He listens well, gives thoughtful input, and always seeks to learn and grow—qualities that are increasingly rare and invaluable in today's fast-paced environment.

I am confident that Sebastian Gonzalez will bring outstanding value to any organization or endeavor he chooses to pursue. I recommend him without reservation and am happy to provide further insight if needed.

Sincerely,

Alejo J. Santos

Project Support Analyst II

Actalent Services

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