Abril Mejia Rangel

Computer Systems Engineer

Contact

✉ abrilmejia812@gmail.com

📞 +52 844-189-8441

📍 Saltillo, Coahuila, Mexico

Education

Computer Systems Engineering
Instituto Tecnologico de Saltillo
2019-2024

Skills

- Confident and hard-working
- Problem-solving
- Polite and friendly
- Basic level of PHP, HTML, C, C++, and Python scripting
- Flexible worker
- Active listening
- Well-organized
- Dedicated
- Capable of assisting clients in English
- Customer service and IT support
- Software troubleshooting
- ServiceNow management

Language

English

Spanish

Portfolio

🌐 https://github.com/abrilsoldier19

🌐 https://www.linkedin.com/in/abril-mejia-7a3179178/

About Me

IT Professional | Computer Systems Engineer Experienced in customer service, software troubleshooting, and Microsoft 365 support, with strong skills in managing tickets through ServiceNow. Proficient in Python, Java, HTML, and C++, with a passion for GUI, gaming, and web development. Quick learner with a focus on user experience, security compliance, and delivering effective technical solutions.

Work Experience

Instituto Tecnológico de Saltillo, Saltillo, Coahuila — March 2023 – Aug 2023

Junior Web Developer

- Developed a web application using HTML, SQL, PHP, and Laravel to manage academic tutoring sessions, allowing students to register grades per unit and automatically calculate their final course grade.
- Reviewed and optimized the database structure, performing debugging and error detection.

Hella Electronics Corporation, Northville Township, Michigan, USA — Feb 2024 - Jun 2024

Lab Testing Intern

- Completed professional internship contributing to the development and design of a test application for the portable DSM seat control module tester project.
- Built the application in Python, enabling users to register functional tests, visualize results, and ensure key functionality, including: selecting vehicle model/variant, assigning and displaying serial numbers, starting/stopping tests, and tracking test progress.

Hexaware Technologies, Saltillo, Coah. — Aug 2024 - July 2025

Workplace Engineering Track Engineer / G1

- Worked in an IT department for American clients.
- Provided technical support for Microsoft 365, Windows 10/11, printers, and business applications (Workday, Okta Verify, Arch-E, Cisco Secure Client, Adobe).
- Delivered customer service via email, phone, chat, Teams, and Outlook, ensuring fast and effective issue resolution.
- Diagnosed, troubleshot, and resolved hardware/software problems through remote access, reducing downtime.
- Administered user accounts and permissions, ensuring compliance and security.
- Managed high-volume ServiceNow ticket queues, prioritizing urgent cases and collaborating with IT teams to resolve complex issues.

Courses and certificates

Curso de desarrollo de videojuegos basico con Unity 2020 - Instituto Tecnológico de Saltillo

Certificate of Achievement ETS TOEFL ITP 10/2021 - Centro Idiomas UADEC

Microsoft Python Development Professional Certificate 2025
(in progress, estimated end-date December 2025)