

ALEXANDER GOMEZ DELGADO

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Personal Website: <https://alexgomezde.github.io/website/>

SKILLS

HTML
CSS
Bootstrap
JavaScript
C#
Adobe Photoshop
Adobe XD
Github

EDUCATION

**LATIN AMERICAN UNIVERSITY OF SCIENCE AND TECHNOLOGY
(ULACIT) MAY 2018 – PRESENT**

Computer Engineer - Bachelor's Degree.

UNIVERSIDAD CENFOTEC SEPTEMBER 2015 - DECEMBER 2017

Web Development and Design - Associate's Degree.

UNIVERSIDAD POLITECNICA MAY 2011 - AUGUST 2012

Technical Support - Associate's Degree.

LICEO EL ROBLE DECEMBER 2008

High School Diploma

WORK EXPERIENCE

AMAZON OCTOBER 2019 – PRESENT

Alexa Data Associate - Data Processing

SMILE DIRECT CLUB OCTOBER 2017 - JUNE 2019

Setup Trainer Lead AUGUST 2018 – JUNE 2019 - Train staff on all activities related to scans of patient dental impressions, documentation, policies, and procedures. Helping people develop the skills and knowledge they need to succeed. Creating Power-Point presentations and Excel documents for training and nesting purposes. Monitoring employee productivity and providing constructive feedback and coaching.

Setup Technician OCTOBER 2017- AUGUST 2018 - Design computer-generated teeth-straightening plans using a CAD/CAM software application. Submit teeth-straightening plans to dental and orthodontic professionals for review and approval and review feedback from dental and orthodontic professionals on plans, incorporating requests into a revised plan.

DXC TECHNOLOGY JANUARY 2017 - OCTOBER 2017

Technical Support Representative - Solving issues related to Microsoft tools, networking issues, macOS, web browsers, email configurations, printer setup and troubleshooting, and issues such as access, and password reset.

SYKES MARCH 2016 - MAY 2016

Dispute Specialist - Received incoming telephone calls and correspond with customers' requests for merchandise, damage claims, credit and other information, delinquent accounts, incorrect billings, or unsatisfactory services.

ALIGN TECHNOLOGY FEBRUARY 2013 - DECEMBER 2015

Setup Technician - Used 3D orthodontic software to design plans to dental and orthodontic professionals for review and approval. Submitting doctor's prescription form, select appropriate clinical comments in reference to the treatments.