

# Daniel Muñoz Lozano

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San Pedro Garza García, Nuevo León

## PERSONAL PROFILE

Currently studying the fifth semester of the Economics Degree at Tecnológico de Monterrey; with previous experience in customer service, personnel training and supervising; with an exceptionally independent and social personality; eager to go out into the world to learn and be useful.

## PROFESSIONAL EXPERIENCE

### Teleperformance, Cuervo Campus

Aug. 2022 - May 2023

#### – Customer service agent — Aug. 2022 – Oct. 2022

– I worked as a customer support agent for an American company that provides internet throughout the world. I helped clients with billing and technical problems, recording every interaction within the Salesforce CRM.

#### – Floor support — Oct. 2022 – May 2023

– I worked as a floor support agent helping out base agents. My advanced skills in the CRM and my decision-making allowed me to teach agents how to best solve technical problems and how to keep things professional with customers.

#### – Floor mentor — sporadically between Jan. 2023 – May 2023

– I worked helping train newly-hired agents; this taught me to work effectively and under great pressure. I also worked logged behavioral and learning reports.

## FORMAL EDUCATION

2023 - 2027 Information and Tecnology Engineering Degree — Tecnológico de Monterrey, Monterrey Campus

2018 - 2021 International Baccalaureate Diploma (BI) — PrepaTec, Santa Catarina Campus

## COURSES, PROJECTS AND ALTERNATIVE EDUCATION

### Website development

I've built several websites with the static framework Hugo. The most challenging of these was a project in which I migrated [my University's law website](#) from WordPress to Netlify with Hugo, something which not only gave us greater control over the website's design, but also reduced operational costs by changing providers. I also run my [own website](#), which previously ran on bare-metal through my Raspberry Pi, but now runs on Netlify as well.

### Artix/Arch Linux

I've used Arch Linux or a derivative of it since 2020. By using it, I've been able to familiarize myself with UNIX tools, and it has also served as a platform that has launched me into learning programming languages such as Python. Some examples of what I like to code in my free time, as well as the code for my personal site, can be found in my [GitHub](#).

## SKILLS AND LANGUAGES

Soft	Software	Languages
Proactive, good leader, harbinger of change	<u>Data science</u> : Advanced Python and R	Spanish (native)
Advanced use of Office (Word, Excel, PowerPoint)	<u>Linux</u> : Advanced UNIX systems management, shell/bash/zsh, Vim	English (C2)
Adaptive to new technologies	<u>Web-dev</u> : Intermediate HTML and CSS	German (B2)