



HUGO IVAN RAMOS CAMPOS

HOUSE PHONE: 9-14-58-73

CELL PHONE: 449-183-0888

E-MAIL: hirc-inter@hotmail.com

Date of Birth : 09/25/1990

PROFILE and Professional Goals:

- 3 1/2 years of experience in restaurants working primarily with interaction with people as a shift leader
- 2 years working for a call center as a customer service representative.
- 1 year and 10 months working with clients on software and hardware issues regarding internal applications

My personal goal is to finish my career as engineer on systems. My professional goals are to learn most of every single experience to become a better person, and to apply the knowledge I have learned on my next job opportunity.

I'm studying my IT career in UNID and learning how to program an application or a game and more: (Currently in basic most of them)

- Network connections
- Java
- C#
- Web (HTML, CSS, PHP...)
- ERP's
- Data base (MySQL...)

PROFESSIONAL EXPERIENCE:

IESPA Aguascalientes, Ags Service from UNID From: 05/16 To: 08/16

- Was asked to create a website with the ability to add information to a database, also to be able to delete any user from it and to be able to search users from specific information given and be able to print that.
- Was also asked to move the database to one that we could use online so the application could work from online.
- In the end we were able to create the website but they ended up having it local.

Abarrotes y Cremeria Leo Aguascalientes, Ags Employee From: 04/12 To: Date

- Responsible of ordering the correct amount of items needed and organization. I also interact with the people in a daily basis.
- We use a program that I made in order to know what products are missing.

Softtek Aguascalientes, Ags Employee From: 08/13 To: 06/15

- Help desk support, log me in, windows xp, citrix, active directory, assist on database for SQL And Oracle to create tickets, usage of the knowledge base, escalations of roadnet, high jump, wms, mainframe, unix, mobility, budnet send and receive.

Functional experience: Developing tickets for issues that take a while, help the user with IT related questions or assistance of software, reset accounts.

Teleperformance – Comcast/ stream energy Aguascalientes, Ags Customer Service Rep

From: 04/11 To: 04/13

- 2 years of Billing and repair. Was in charge of providing help to get the cable back and running and assisted some times on internet issues.
- Master handling upset customers, Gain experience on how to explain in detail the bill, Handling large amounts of calls on a daily basis, Negotiation on payment arrangements and credits, Master technical support for cable, and Activation of service and transfer of service as well.

Functional experience: Tracking tickets and developing tickets for issues that take a while, management interaction to avoid escalations or creations of tickets

Tools: Outlook, Comcast tools, stream energy own tools and power to choose tool

Taquerias Arandas Houston, Texas Chef Helper From: 12/09 To: 12/10

- 1 year with the restaurant, Held Customer Interaction, quickness in what I had to do, and neatness on my working area. Started as a busboy until getting trained to be the main chef, for the night shift

Functional experience: Personal interactions with people and personnel

James Coney Island Houston, Texas Shift Leader From: 07/07 To: 12/09

- 2 years and 5 months with this restaurant. Learned every position of the restaurant in less than 6 months, I master every position started getting trained for the exam to become a shift leader. Passed the exam and then became in charge of closing the restaurant and of managing the personal.

Functional experience: Interaction with people, telling coworkers what was needed to be done. I was in charge of neatness of store.

Education:

High School: Stephen F. Austin High School, Houston, Texas	2004-2008
College: Houston Community College	2008-2010
University: Universidad Interamericana para el Desarrollo	2014-present

LANGUAGES:

Spanish Native, English Fluent

Personal Live:

I lived in Houston Texas for 11 years from when I was 9 years old and studied most of my life until I graduated from high school and started college. When I got here (Mexico) I started school in UAA but then realized what I was studying was not for me and decided to drop and enroll in UNID and signed up for Systems Engineer (IT Programing).

References:

Compañero:	Oscar Botello	4491894146
Coordinador:	Alejandro Padilla	4491183456