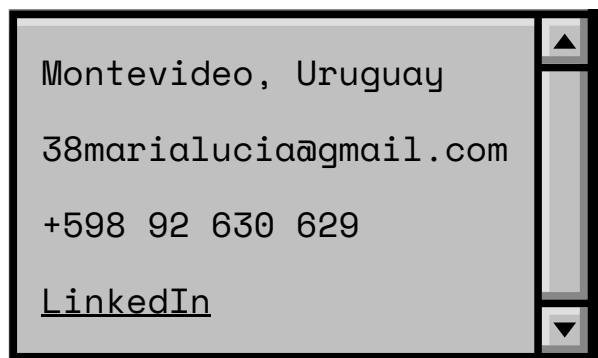


# Lucía Álvarez Kleinman



## About me

Interested in deep learning through work experience. Feedback and challenges are important to me. I am a strong supporter that the client is core in business, and must rely on ourselves.

## Education

Dates	About	Where it took place
2022 - Present	<u>The Complete 2022 Web Development Bootcamp</u>	
2022 - Present	<u>2022 Complete Python Bootcamp From Zero to Hero in Python</u>	
2022	Testing & Quality Assurance: <u>Certificate</u>	
2022 - 2022	Computer science: Software developer	At ORT University, Montevideo.
2015	First Certificate In English	At Anglo Institute, Montevideo.

## Work Experience

January 2021 to February 2022 | Service Desk Agent for DuPont | at Tata Consultancy Services

Daily Activities:

- Manage in/outcoming phone calls, chats, and e-mail traffic remotely,
- Actively listen and resolve complaints from our users,
- Investigate discrepancies, identify causes of errors, develop and test solutions,
- Manage and document issues to resolve, communicate them to team leads and managers,

Achievements: Customer Success, instead of Customer Service.

Met my supervisor's needs and requirements in times of pressure and/or deadlines.

## Skills

- Googling. Know how to look for the right information.
- Innovative and creative.
- Experience working with agile methodologies.
- Team worker. Ability to work cooperatively within diverse teams and across the company.
- Continuous development.
- Proactive. Taking action to improve and meet goals.
- Analytical thinking.
- Ability to work under pressure/deadlines.
- Work while organizing time and resources efficiently.

## Hard skills

- HTML
- CSS
- Color theory
- Typography
- UI & UX design
- JavaScript trainee
- SQL trainee

## Refences

Martin Imer (he/him)	supervisor and SME, at Tata Consultancy Services	+598 91 345 769
Daniel Dos Santos (he/him)	supervisor and SME, at Tata Consultancy Services	+598 92 846 106
Ramiro Meneses (he/him)	software developer, at Oktana Inc.	+598 91 446 905