

Montserrat Delgado Velázquez

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- [LINKEDIN](#)
- [GITHUB](#)
- [PORTFOLIO](#)

CERTIFICATES

- **Building RESTful APIs with Flask**
LinkedIn Learning
- **IELTS CERTIFICATE**
Band Score 6.5

TECHNICAL SKILLS

- HTML, CSS, JavaScript, Python, React, PostgreSQL
- API's
- UX/UI Design
- Web App Development
- Front-end and Development
- Troubleshooting

LANGUAGES

- **English**
Professional Working Proficiency
- **Spanish**
Native / Bilingual Proficiency
- **French**
Elementary Proficiency

SUMMARY

I am an international student pursuing Information and Technology and looking to enhance my professional skills in the STEM field. I have a keen eye for detail and exceptional problem-solving abilities. I am constantly striving to expand my knowledge in IT and contribute to the growth of businesses.

WORK EXPERIENCE

Team Supervisor, Gelato Messina | Melbourne, Australia

August 2022 - Present

- Managing a team of three, applying my managerial and communication skills.
- Working efficiently under pressure to ensure customer satisfaction.
- Improving operation and efficiency to meet sales goals, using decision-making and problem-solving skills.

Customer Service Agent, Verizon | Mexico City, Mexico

August 2021 - December 2021

- Identifying and fulfilling USA-based customer needs to achieve satisfaction.
- Using critical thinking and expertise to handle grievances and identify appropriate resolutions.
- Developed strong problem-solving skills and an ability to work under pressure.

EDUCATION

Coder Academy | Melbourne, Victoria

October 2022 - Present | Diploma of Information and Technology

I am currently honing my critical thinking skills and deepening my understanding of computer science fundamentals. I am improving my digital and data literacy by tackling real coding challenges and working on complex projects.

Instituto Cultural Sucre, High School | Mexico City, Mexico

August 2018 - May 2021

School affiliated with the studies of the National Autonomous University of Mexico, UNAM.

ACHIEVEMENTS

- Winner of the 1° place in the "National Contest of Programming: Alan Turing" 2022, at the Anahuac University, Mexico
- Vice president of the Student Society 2021 at Instituto Cultural Sucre High School, Mexico City