

Montserrat Delgado Velázquez

PERSONAL INFO

EMAIL

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PHONE

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PROFILE

International student from Mexico, in the path obtain a higher education diploma of Information Technology at Coder Academy - Melbourne Campus. I have a friendly personality and I am always eager to help people out as well as build new relationships to enhance my life experience. As a Spanish native speaker, I possess advanced English skills and I am working to improve my French level from basic to medium.

EXPERIENCE

Customer Service Agent, Verizon | Mexico City, Mexico

August 2021 - December 2021

Main responsibility was to attend calls from customers based in the USA and assist them. Fundamental part of the role was to understand customer needs and problems manage their expectations and complaints and finally provide a satisfactory solution to problems at hand.

EDUCATION

Instituto Cultural Sucre, High School | Mexico City, Mexico

August 2018 - May 2021

School affiliated to the studies of the National Autonomous University of Mexico, UNAM

ACHIEVEMENTS

- Winner of the 1º place in the “National Contest of Programming: Alan Turin” 2022, at the Anahuac University, Mexico
- Sub president of the Student Society 2021 at Instituto Cultural Sucre High School, Mexico City
- Band 6.5 at the IELTS Certificate 2021, at International House, Mexico City

SKILLS

- Effective communication
- Problem solving
- Pro-active Learner soft Skills
- Active listening

SOFT SKILLS

- Knowledge of programming languages, as HTML, CSS, JavaScript and Python
- Fluency in English and Spanish and Basics of French
- Self - Paced Learning student