

# DAVID GORDILLO

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## Summary

Hardworking and reliable Electro-mechanical engineering technician with strong ability in troubleshooting and analyzing different emerging and ongoing issues. Offering programming skills, assembly of different electronics components and different knowledge in the area. Highly organized, proactive and punctual with team-oriented mentality. Dedicated employee known for punctuality, pursuing employment options where good customer service and positive attitude will make a difference.

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## Skills

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| <ul style="list-style-type: none"><li>• Report generation</li><li>• Technologically savvy</li><li>• Process optimization</li><li>• Customer relations</li><li>• High-energy attitude</li></ul> | <ul style="list-style-type: none"><li>• Technical documentation</li><li>• Wiring and soldering</li><li>• Electronic troubleshooting</li><li>• Computer user assistance</li><li>• Technical issue resolution</li></ul> |
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## Experience

### **Customer Service Representative** | Concentrix - Gatineau, QC | 07/2020 – 01/2022

- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Assisted customers in making payments on accounts and setting up payment plans.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Consulted with customers to determine best methods to resolve service and billing issues.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

### **Customer Service Representative** | Teleperformance - Bogota, Colombia | 12/2018 - 11/2019

- Supported operational improvements and resolution of problems to deliver top-notch customer service.
- Set up and activated customer accounts.
- Reviewed account and service histories to identify trends and issues.

### **Equipment Technician.** | Sanmina - Ottawa, ON | 01/2022 - Current

- Troubleshooting high tech equipment for the creation of specialized boards.
- Maintaining equipment to ensure best performance.
- Keep track of parts and different machines that we have on the warehouse to ensure we have spare items if anything happens so we can assist accordingly and on a timely manner.

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## Education and Training

Algonquin College | Ottawa, ON | 08/2021

**Technician:** Electro-Mechanical Engineering

- I'm in the Dean's honor list for the full course with an average GPA above 3.6
- Completed coursework in PLC (Programmable Logic controllers, Microcontrollers and Computer Aided Manufacturing

- Interfaced different equipment by a PLC or Arduino such as a robot with a conveyor belt that replies to changes we do or sensors we have, also smaller things like servo motors and stepper motors with joystick or other equipment.

University of The People | United States

**Bachelor of Science:** Computer Science

- Completed coursework in different high-level programming languages such as Python and JavaScript, C++, and RALP-3 for Robcomm3
- Created different websites with the React framework and managed incoming and outgoing data.
- Introduction to proper ways and correctness of developing new software.

Scrimba | Remote | 02-2023

#### **Frontend Career Path**

- Completed the course successfully following the different projects that were stipulated in conjunction with the extra projects that were placed as a challenge to prove the understanding of the topic.
- Advanced knowledge with CSS, JavaScript, Html and React, in case you would like to see some of my projects contact me through email.
- Worked with API's to further improve the projects I have worked on.

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### **Languages**

#### **English:**



Full Professional

#### **Spanish:**



Native/ Bilingual

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### **Additional Information**

- I play soccer on weekends and try to jog on weekdays.
- I have been investing for the past two years, and I'm truly interested in stocks and crypto.
- I'm interested in video games, from playing to creating them.
- Interested in full stack developing and machine learning.