

FELIX IVAN DELGADO DOZAL

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DETAILS

+52 614 254 27 52
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SKILLS

Computer Skills

Customer Service

Adaptability

Fast Learner

Hard Working

Creativity

Multitasking Skills

Highly Organized

HTML/CSS/JS



PROFILE



Support technician and Web page designer.



EMPLOYMENT HISTORY



Tech Support T1 at BigCommerce

August 2023 – March 2024

- Technical support via Chat to an ecommerce platform. Handled cases in Salesforce and looked up and edited tickets via JIRA.
- DNS records and SSL installations.
- Checking design requests on an internal system (Stencil) that uses HTML/CSS and editing lines of code.
- Familiarity with most common ERP, CSM AND POS software.
- Familiar with API requests
- Familiar with Cloud infrastructure to provide information to Users.
- Team work and constant communication with the T2 team, Team leads, PSE and Account managers



Tech Support at InfoLink exp (August Home), Chihuahua

March 2022 – October 2023

- Technical support to a Smart Lock company
- Provided support through email and phone calls, follow up on cases, assured customer Satisfaction.
- Team work and constant communication with customers, team members and administrative staff



Interpreter at LanguageLine Solutions, Chihuahua

December 2020 – February 2022

- Successive interpretation from ENG to SPA and vice-versa for clients in US and Canada.
- Calls content array emergency, medical, technical support, social working and customer service.
- Home office based job



EDUCATION



HIGH SCHOOL, ACUERDO 286, Chihuahua

February 2018

GED equivalent in Mexico.



Philosophy, UNIVERSIDAD AUTONOMA DE CHIHUAHUA, Chihuahua

August 2018 — August 2020

Took a Philosophy Bachelor's course for two years. Currently undergraduate.



COURSES



PRODUCCION DE MUSICA ACUSTOMATICA, UACH

August 2018 — August 2018



Introducción a Python, IA CENTER

January 2022 — February 2022