

# FELIX HERNANDEZ

COMPUTER SYSTEMS ENGINEERING STUDENT



+52 3334524939

felixadrianhdez@gmail.com

Zapopan | Jalisco | México

felixhh.com

DATE OF BIRTH | SEPTEMBER 16TH, 1999

## PROFILE

Highly interested in Data Science and Artificial Intelligence, with a strong focus on understanding organizational foundations to enhance efficiency and performance. Self-motivated and dedicated to continuous learning, whether independently or through formal education and training.

## TECHNICAL SKILLS

- **Programming Languages:** Python, JavaScript, CSS, HTML, SQL
- **Libraries and Frameworks:** Scikit-learn, Pandas
- **Excel**
- **Tableau**
- **AWS**

## LANGUAGES

- English (Advanced)
- Spanish (Native)

## EDUCATION

**CETI COLOMOS** 2015 - 2017  
Software Development Technologist

**COBAEJ** 2017 - 2020  
High School Degree

**UVEG** 2021 - Current  
Computer Systems Engineering

## WORK EXPERIENCE

### TELEPERFORMANCE

2019 - 2020 (9 months)

#### Technical Support Representative and CSR for XFINITY

Inbound

- Technical Support for Cable, Internet, and Home Phone Services
- Billing inquiries and disputes.
- Performance based on KPIs both for customer service and technical support

### INCFILE

2021 - 2022 (9 months)

#### Filer

Responsible for verifying information from requests to register companies within the USA, ensuring accuracy and compliance with state-specific requirements.

### TELAT GROUP

2022 | OCTOBER - DECEMBER (Temporary project)

#### CSR (Chat and emails) for PlanetArt

- Managed customer complaints and requests during the Christmas season, addressing issues such as order delays, cancellations, manufacturing defects, and other concerns for a company specializing in prints and decorative items.
- Utilized a ticketing system to efficiently handle customer interactions through email and real-time chat, ensuring timely and effective resolution of all inquiries.

### GGA SOLUTIONS

2023 - 2024 (1 year 4 months)

#### Technical Support (Mint Mobile) - Chats

Maintained high customer satisfaction scores while resolving technical issues related to mobile data, signal, and phone configurations through multiple live chats.

#### Back Office (Therabody) - Chats and Emails

- Evaluated warranty claims and prevented fraud attempts.
- Redirected customer complaints regarding legal matters and manufacturing defects.
- Managed order delays, cancellations, and status updates.
- Processed refunds and applied discounts as needed.
- Resolved customer inquiries and complaints, educating them about products and services.

All tasks were managed through Salesforce and communicated to customers via email or chat.