FÉLIX ADRIÁN HERNÁNDEZ HERNÁNDEZ

+52 3334524939 | felixadrianhdez@gmail.com | linkedin | github | felixhh.com

LOCATION: Guadalajara | Jalisco | México
DATE OF BIRTH: September 16th, 1999
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

TECHNICAL SKILLS

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

WORK EXPERIENCE

TELEPERFORMANCE | 2019-2020 (9 MONTHS)
Technical Support Representative and CSR for XFinity
Technical Support for Cable, Internet, and Home Phone Services
Billing inquiries and disputes.
Performance based on KPIs both for customer service and technical support

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.

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.

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.

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.