

Carlos Chiguichón

"First, solve the problem. Then, write the code." – John Johnson



<https://chiguichon.me/>

EXPERIENCE

Telus International: *Technical support*

AUGUST 2019 - PRESENT

- FFH - PureFibre Technical support
 - Mentor during email migration
 - Technical support for fiber optics installations
- Google Apps
 - Email specialist
 - Admin Console management

Alorica: *Technical support representative*

NOVEMBER 2018 -JULY 2019

- MetroPCS - Helpdesk / technical support

Atento Guatemala: *Customer service representative*

JUNE 2017 - OCTOBER 2015

- Customer service representative for DoorDash account.

EDUCATION

Kinal: [Desarrollador Fullstack JAVA](#)

FEBRUARY 2022- NOVEMBER 2022

I've completed this certification where I've learnt to manage different technologies such as JAVA, JPA, and hibernate as backend services as well as a frontend deployment using Bootstrap, JavaScript, CSS, HTML and JQuery.

Universidad Galileo: [Técnico desarrollador de software](#)

JANUARY 2020 - 2024

In January 2020 I started to study this technical career in order to improve my programming skills. Unfortunately, due to COVID I had to interrupt my studies there since now my priority is to support my family but I'm planning to go back by 2023

SKILLS

JavaScript

MySQL

Python

Android studio

Networking

HTML/CSS

React

Git

CERTIFICATIONS

These are the courses that I have completed so far:

- [Fundamentos de Python](#) (Edutek).
- [Desarrollo de aplicaciones móviles android](#) (Edutek)
- [CCNA Networking essentials](#) (Intecap)
- [CCNA Introduction to Cybersecurity](#) (Intecap)
- [CCNA1 V7](#) (Intecap)
- [Linux essentials](#) (Edutek)
- [Java nivel 2](#) (Edutek)

LANGUAGES

Spanish (first language)

English (B2)

ABOUT ME

I've been working on the BPO business for about 10 years and now my main goal is to become a fullstack developer and apply my knowledge in my day to day. I've been a techy person since I was a kid and now I'm looking for an opportunity to reach my goal and go beyond that.

MY CURRENT ROLE

Currently I'm working as a technical support agent for Telus Canada. I provide customer service and technical assistance for various services, including internet, phone, TV, email, etc. I diagnose and resolve issues related to fiber optics, copper installations, and other technologies. I excel in resolving complex problems and ensuring customer satisfaction.

Key Responsibilities:

- Responding promptly and professionally to customer inquiries via phone, email, or chat.
- Assisting customers with setup and troubleshooting of internet, phone, TV, and email services.
- Resolving technical issues related to fiber optics, copper installations, and other technologies.
- Collaborating with cross-functional teams to address complex problems effectively.
- Documenting interactions and solutions in the CRM system.
- Going above and beyond to resolve customer issues even outside the scope of standard support.

Key Skills and Qualifications:

- Excellent communication skills and a friendly, empathetic approach.
- Strong technical aptitude and quick problem-solving abilities.
- Proficiency in utilizing diagnostic tools and software.
- Solid understanding of fiber optics, copper installations, and related technologies.
- Exceptional customer service skills and focus on delivering a positive experience.
- Ability to multitask and prioritize in a fast-paced environment.
- Adaptability to changing technology and support processes.

COURSES IN PROGRESS

This year I've been improving my skills and these are some of the courses that I'm taking:

- Certificación ITS - JavaScript (*Academia Europea*).
- Bootcamp FrontEnd Avanzado (*Codigo Facilito*)
- Diseño de interfaces web con React (*Intecap*)

LATER THIS YEAR

By the end of this year I'm planning to continue with these certifications

- Diplomado en Scrum (*Universidad Galileo*).
- AWS Certification - Software Development Engineer (*Edutek*)