

Javier Diaz

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Skills

Programming Languages

- Backend: Python, Java, C#, PHP, C++
- Frontend: HTML, CSS, Javascript
- Scripting: Bash/Powershell

Databases

- Relational DB: MySQL, Microsoft SQL, Oracle, PostgreSQL, SQLite
- NoSQL: MongoDB

Frameworks

- PHP: Laravel
- Python: Django, FastAPI, Flask
- CSS: Tailwind, Bootstrap
- Java: Spring Boot
- C#: ASP.NET Core

Version Control System

- Git, GitHub, GitLab, Bitbucket

Operating Systems

- Windows, Linux (CentOS, Debian, Ubuntu, OpenSUSE, Kali), MacOS

Web Servers & Deployment

- Webservers: Apache, Nginx, Microsoft IIS, Tomcat
- Containers & Orchestrators: Docker, Kubernetes

APIs

- REST APIs
- JSON/XML APIs
- SOAP APIs

Software Tools

- Microsoft Office (Word, Excel, PowerPoint, Access, Outlook, OneNote)
- Google Workspace (Gmail, Drive, Sheets, Slides, Docs)
- Microsoft Teams, Zoom
- Slack, Jira, Clickup, Notion
- Postman, Visual Studio, PowerBI, Tableau, Netbeans, Eclipse, Figma

Soft Skills & Abilities

- Strong analytical and problem-solving skills
- Learn new concepts through experimentation and prior experience
- Strong communication and team collaboration skills

Work Experience

Core Network Engineer

2023 – 2025

Huawei Latin America, Guatemala City, Guatemala

- Replaced 40% legacy 2G/3G/4G systems and integrating 5G cloud services across all Central America
- Hands-on experience with microservices, virtual machines, virtualization and software integration
- Provided mentorship, technical guidance, best practices, customer relations and documentation to interns
- Supported large-scale infrastructure projects, migrating legacy systems to cloud services.
- Conducted risk assessments for infrastructure and cloud service integrations

Customer Service Representative

2020 – 2023

24-7 Intouch, Guatemala City, Guatemala

- Enhanced team-wide customer service quality, increasing 30% in Customer Satisfaction Survey scores.
- Provided support as a Subject Matter Expert for new hires on customer resolution and de-escalation issues.
- Strong time management during high-volume call periods.
- Data entry and case tracking for complaints, policy inquiries, product returns, and store-related support.

Customer Service Representative

2018 – 2020

Alorica, Guatemala City, Guatemala

- Improved Average Handle Time and overall Customer Satisfaction Surveys by 20%
- Case documentation for delivery issues, return, store/online policy inquiries, and purchase-related concerns.
- High customer satisfaction, effective and empathetic resolutions to a wide range of customer complaints

Education

Bachelors in Systems Engineering

2019 – 2023

Masters in Computer Security

2024 – Present

Universidad Mariano Galvez de Guatemala