

VANYA YEPEZ XELHUANTZI | FULL STACK DEVELOPER

I am a highly creative problem-solver with a robust background in customer service and client satisfaction. I have successfully applied this expertise to web development, consistently meeting clients' technical requirements while delivering an excellent customer experience.

Driven by a passion for creative problem-solving, I have honed my skills as a developer with a strong foundation in data structures, algorithms, and programming paradigms. I am seeking a challenging opportunity to apply this foundation to complex engineering challenges and contribute my expertise to a collaborative development team.

TECH SKILLS

Python, Django, Javascript (ES6+), jQuery, Typescript, React, Node.js, Express.js HTML, CSS, SQL, NoSQL, REST, Linux.

Engineering skills - Algorithms, Data Structures, Object Oriented Programming, Functional Programming, Abstract Thinking, Problem Solving.

ServiceNow, Salesforce, Jira, Docker, Git.

SOFT SKILLS

Creative problem solving, Adaptability, Resilience, Client management, Customer service, Client De-escalation.

PROJECTS

Bookbot - [GitHub](#) | Asteroids - [GitHub](#)

WORK EXPERIENCE

Q4 Inc, Mexico City – Support Specialist – Front End Web Developer

FEB 2025 – JUN 2025

- I was responsible for managing technical escalations, providing client support from ticket initiation to resolution and ensuring client satisfaction.
- I developed custom setups that would fall outside of the capabilities of our in-house CMS using Javascript, jQuery, CSS and HTML.
- I took care of scoping updates to websites that would fall outside of the capabilities of our support analysts, extending the capabilities of our CMS, often refactoring pieces of our code base (Javascript, jQuery, CSS, HTML).
- I often had to optimize routines that would pull data dynamically from our CMS modules taking care of using the correct Javascript data structure to enhance the load times so the users could have the data available at all times as soon as the page was loaded.
- I implemented JS graphs and data visualization pulling from JSON and XML feeds dynamically.

Achievements:

- I was able to work on complex setups that required CSS and Javascript in a very high pressure environment, often while on call with IRO officials from Fortune 500 companies that were very escalated.
- Despite my short tenure in this position I was able to be the reliable agent taking care of escalations at late hours when the rest of the team was out of office.
- 99% of my survey scores were 5/5 during my whole tenure at Q4.

Q4 Inc, Mexico City – *Support Analyst – Front End Web Developer*

SEP 2022 – JAN 2025

- As a Support Analyst I was the first line of action for IR websites through the Salesforce and Jira ticketing system, taking care of our clients request to update or troubleshoot their websites using JQuery, CSS and HTML.
- I created various tools to enhance my performance, Salesforce dashboards to track KPIs, Standalone JS web apps to automate processes and even browser plugins to have a cohesive and fast paced work environment with great results to my KPIs and issue resolution times.
- Because of my detailed oriented problem solving, early in this position I was chosen to take care of our very delicate earnings processes which put me in charge of outlining our internal processes and implementing Salesforce specialized earning tickets with a solid structure for how the updates our clients requested for their updates were to happen; achieving the collective goals of our earnings team each quarter.

Achievements:

- I was regarded as one of the best support agents by co-workers and helped to train our new recruits on daily tasks and earnings processes.
- I took a great volume of the calls of our whole team where my ability to combine tech skills, customer service, and effective communication increased our client satisfaction and customer retention.
- I worked with top brands from the Fortune 500 list and delivered same-day results for their IR0s increasing overall account satisfaction.

Verizon, Mexico City – *Tech Support*

NOV 2021 – JUN 2022

- Investigated and diagnosed network, application performance, data usage, and 5G deployment issues for iOS and Android phones.
- Applied creative problem-solving principles to ensure exceptional client satisfaction across speed, quality, empathy, de-escalation, and retention.
- Successfully and accurately communicated complex technical concepts to non-technical audiences, improving client relations and increasing account value.

Achievements:

- Through dedicated and meticulous research of the platform's extensive documentation, I ensured that all internal processes were rigorously adhered to. This comprehensive approach enabled the thorough resolution of client issues, leading to a significant improvement in overall client satisfaction. By delving deep into the technical specifications and operational guidelines, I was able to provide accurate and effective solutions, reinforcing client trust and strengthening long-term relationships. This commitment to detailed investigation not only streamlined problem-solving but also contributed to a more efficient and responsive support system and set the foundation for my personal style of tech support.

EDUCATION

UVEG – *Software Development Engineer*

Currently pursuing my bachelor degree, Mexico City

CCPM – *Technician in Programming and Graphic Design*

JAN 2002 – JAN 2005, Mexico City