

Jorge Alejandro Sandoval Romo

[in linkedin.com/in/jorgexe/](https://www.linkedin.com/in/jorgexe/) | +52 664 362 5521 | [iorgexe.com](https://jorgexe.com) | [✉ jorgexe.sandoval@gmail.com](mailto:jorgexe.sandoval@gmail.com) | github.com/jorgexe

Skills

- **Programming Languages:** Python | C/C++ | Java | TypeScript | SQL
- **Frameworks & Libraries:** React | Express.js | Tailwind CSS | Tensorflow
- **Developer Tools:** VS Code | Git | GitHub | Linux | Docker
- **Languages:** Native Spanish | Fluent English

Experience

Bilingual Tech Support Representative **GGA Solutions** *Tijuana, BCN, MEX* **05/2019 - 08/2020**

- Provided exceptional customer and technical service via phone and email to clients of the mobile network operator company, Mint Mobile.
- Assisted customers by delivering product information, processing payments and addressing inquiries promptly.
- Utilized technical skills to analyze and resolve reports of software or hardware issues related to the services provided, ensuring customer satisfaction.
- Collaborated with the technical support team to escalate and efficiently resolve complex technical issues.

**Professional Social Service Project –
Software Development** **Universidad Autónoma de
Baja California** *Tijuana, BCN, MEX* **08/2024 - 02/2025**

- Developed and maintained an online system for comprehensive student tracking, facilitating psychopedagogists in managing student records and enabling a coordinated emergency response.
- Identified and resolved bugs, implemented API and frontend enhancements, and meticulously documented the Software Requirements Specification (SRS).

Education

Universidad Autónoma de Baja California *Tijuana, BCN, MEX* **2021 - 12/2025 (Expected)**

- Bachelor's in Software and Emerging Technologies Engineering

Certificaciones

DeepLearning.AI *Coursera* **01/2024**

- TensorFlow Developer