José Angel Cortés Baillet

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EXPERIENCE

Do it Right S.A. de C.V.   **Naucalpan de Juárez, México**
Bilingual Telephone Agent   Oct 2020 – Mar 2021
- Responsible for providing customer service in English and Spanish, demonstrating effective communication, technical support, and problem-solving skills.
- I provided technical support, resolving software and hardware related issues for clients.

EDUCATION

Universidad Tecnológica de México   **Ciudad López Mateos, México**
Computer Systems Engineering   Estimated Graduation, Dec 2026
- **Focus:** Programming / Cyber Security / IT
- **Relevant Subjects:** Data Structures and Object Oriented Programming (C++), Databases (SQL Server - Microsoft Access - SSMS), Network Support and Security, Network Protocols and Routing

Tecnológico Nacional de México   **Ciudad López Mateos, México**
Data Science Diploma   Apr 2024 - Sep 2024
- **Skills:** R, SQL, Python, Pandas, NumPy, Matplotlib, Scikit-learn

PROJECTS

- **InstaFollowListPy -** Automation of Instagram follower extraction, reducing manual analysis time by 90% using the **Pandas** library.
- **InstaFollowListJS -** Development of interactive web interface made with **JavaScript, HTML and CSS** to facilitate the use of the program, allowing a more accessible experience for non-technical users.
- **JoseAngel-Portfolio -** Personal portfolio project built using **React.js, Next.js** and **Tailwind CSS**. The project showcases my work, skills, certifications, and things I am passionate about.

SKILLS

CISCO
Certification CCNA: Introduction to Networks
- **Skills:** IP Routing, VLAN

Certification Network Support and Security
- **Skills:** Network Security, Network Architecture

Certification Python Essentials
- **Skills:** Python Fundamentals

Alura Latam
Certification Java JRE & JDK
Certification HTML5 & CSS3
Certification Git & GitHub
- **Skills:** Version Control

Languages
English and Spanish

Systems Management
Windows, Linux, MacOS

Computer Hardware and Assembly
Experience building computers, identifying problems and solving, configuration and optimization of equipment *updates and operating system management.*