

# Juan Alejandro Urueña Serna

B.S in Systems & Telecommunications Engineering — 10th semester

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## Personal Profile

Engineering student with an emphasis in Systems and Telecommunications, specialized in full-stack development (C++, Java, Python; React, Flask, HTML, CSS) and in designing AI pipelines for predictive maintenance.

Experience in automated testing with Cypress, web scraping (BeautifulSoup, lxml, pandas), and relational databases (MySQL, PostgreSQL, SQL Server).

Collaborative, proactive and problem-solving oriented, with a strong interest in technology and innovation.

## Contact Information

alejourus2003@gmail.com  
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Pereira, Risaralda, Colombia  
GitHub:  
<https://github.com/Uruena2603>

## Languages

- Spanish: Native
- English: B2 certified (Cambridge English Language Assessment)



## Work Experience

### Roadside Assistance Agent, Zipfixx LLC

- Remote coordination of roadside assistance.
- Help drivers return to the road safely.
- Incident management and end-to-end follow-up until resolution.
- Jun 2024 – Jul 2025. (1 año y 1 mes)

### Customer Service Agent — Teleperformance (DoorDash campaign)

- Customer support and guidance for DoorDash users.
- Issue resolution contributing to user retention and satisfaction.

Mar 2022 – May 2022 (2 months)

## Education

### Universidad Católica de Pereira - Pereira

B.S. in Systems & Telecommunications Engineering  
Currently in 10th semester — 2025

### Colegio Liceo Taller San Miguel - Pereira

Bilingual Academic High School Diploma  
Jun 2020

## References

### Euclides Murcia

Research Professor in Statistics & Gamification —  
Universidad Católica de Pereira

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