

RONALD ALEXANDER FELIZ MERCEDES

Python Developer | Customer Service Expert | Team Collaboration | Continuous Learner

📞 8496581802 @ ronaldfeliz5@gmail.com 🌐 Personal Projects: <https://ronaldfeliz.dev>

📍 Villa Centro / Santiago, Dominican Republic 📅 18/02/2000



EXPERIENCE

Customer Service Supervisor

Gallo Pelon Brew Pub

📅 01/2021 - 09/2025 📍 Santiago, Rep. Dom

- Customer Service Supervisor with 4 years of experience in restaurant and bar environments. Strong background in customer service, guest satisfaction, team leadership, and resolving customer concerns while ensuring a high-quality service experience.

Lobby Attendant (Summer Work)

The Lodge At Spruce Peak

📅 06/2025 - 09/2025 📍 Stowe, Vermont. EEUU

- Proficient in providing exceptional customer service to guests

Customer Service Representative

Hire Horatio CX (Dr. Squatch)

📅 09/2025 - Present 📍 Santiago, Rep. Dom

- Providing customer support via chat and email for Dr Squatch customers, assisting with product inquiries, order support, and resolving customer concerns. Experienced in maintaining accurate records using Excel and basic database systems to track customer information.

EDUCATION

Bachelor

Francisco Henríquez y Carvajal

📅 01/2017 - 12/2018 📍 Santiago, Dominican Republic

English Immersion Program

UAPA University

📅 01/2022 - 12/2022 📍 Santiago, Dominican Republic

System Engineer

UTESA University

📅 05/2023 - Present 📍 Santiago, Dominican Republic

SUMMARY

To obtain a position in the technology field where I can apply my knowledge of software development and programming, particularly with Python, while continuing to develop my skills in systems engineering. I aim to contribute to innovative projects, solve technical problems, and collaborate with a team to build efficient and reliable technological solutions that support the organization's growth.

SKILLS

Adaptability

Fast Learning Ability

Empathy

Leadership

Problem Solving

Communication Skills

Programming with Python

Software Support

Analytical Thinking

Critical Thinking

Gorgias

Slack

LANGUAGES

English

Proficient



Spanish

Native

