



Oscar Heliodoro Rodriguez Parra

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[LinkedIn](#)

Experience

2022 - Now

Driver Services Coordinator / Arrive Logistics–WeWork at Landmark

Helping drivers and dispatchers in having the right information and forwarding them to the right person. Management assistance by forwarding information and contacting agents with information sources, application of different tools such as ArriveNow, slack, talkdesk, Google workspace and Windows environment with business, information exchange and communication purposes. Forwarding and implementation of different interpersonal methodologies to manage personal relationships

2021 - 2022

Research assistant /Water and Energy institute – Microscopy and Optics Research Laboratory at Universidad de Guadalajara

Assisting in synthesis and characterization processes of nano porous monoliths for degradation of contaminant agents in wastewater. Research assistance about the synthesis, characterization, and application of photosensitive nanomaterials in degradation of contaminant reagents in wastewater, usage of laboratory equipment, glassware and tools like Atomic Force Microscope, Scanning Electron Microscope, Transmission Electron Microscope, Ultraviolet-visible spectroscope, Infrared spectroscope, designing and analysis of reaction mechanisms under ultraviolet light. Failure analysis and continuous improvement of synthesis, characterization, and application process quality.

2019-2021

Network analyst / Smart Micro Networks with Renewable Energy at Universidad de Guadalajara

Responsible of Hardware support and maintenance at TONALÁ University center, broad experience at installing Linux software distributions and software packages in new computing devices, doing continuous maintenance and monitoring to computing devices, informatic networks, usernames, passwords, servers, command lines and backup. Diagnosing and follow up to network problems.

2020-2021

Bilingual Customer Service Representative /Teleperformance at remote

Telephonic remote assistance to customers with service accounts in the United States of America in regards of service quality, change of service, technical assistance, retention and loyalty rewards/discounts, analysis of service and device quality, escalation of technical issues, manager escalations and programming errors, compensations for service failure and incorrect billing, troubleshooting network and device failure, making of tickets, feedback notes and failure reports for deeper investigation.

Abilities

Proactive working alone and with a team • Creative, flexible, and enthusiastic with my work • Natural leader • Excellent conversational and listening skills • Very proactive doing research and finding root cause of problems • Trustworthy, friendly, and helpful

Education

JAN 2018 – DEC 2021

[Nanotechnology Engineering Bachelor](#) /Centro Universitario de Tonalá, Universidad de Guadalajara, Jalisco México

Status: Graduate student

[Project Management Professional](#) /Project Management Institute (PMI), Remotely

Status: Applicant

English level: C1

Software tools: Linux, Office, LibreOffice, ICQ, VoIP, VMWare, Matlab, Python, C++.

Certificates: Supply Chain-Logistics Essentials, Program Management, Communication skills and Interpersonal influence, Top Professional Skills, Project Coordination, Leadership, Professional Soft Skills



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