europass Curriculum Vitae

Nombre Completo

PERSONAL INFORMATION

Alejandro Javier Paniagua Perez

Sex Male | Date of birth 02/05/1992 | Nationality Guatemalan

PROFESSIONAL OBJECTIVES

To leverage my skills in logistics, operations, and production to strengthen organizational performance, adapt to international standards, and deliver measurable results in a European business environment.

JOB APPLIED FOR POSITION PREFERRED JOB STUDIES APPLIED FOR PERSONAL STATEMENT

Logistics, Operations, Production

WORK EXPERIENCE

November 2023 – September 2025

Customer service representative

Telus Digital Guatemala City

- Delivered high-quality customer service by efficiently managing T-Mobile phone line operations, ensuring client satisfaction and issue resolution.
- Provided technical support in website and e-commerce development, contributing to successful online store launches and improved digital presence.
- Support team leadership by stepping in during vacation periods or emergency absences, maintaining workflow continuity and team performance.

April 2020 – November 2023

IT support assistant

G&T Communications S.A – Guatemala City

- Managed computer equipment inventory for DHL in Guatemala, ensuring accurate tracking and availability of assets.
- Provided technical support for Windows, Windows Server, and Linux systems, resolving issues to maintain operational continuity.
- Oversaw office networking and cybersecurity, ensuring reliable system performance, equipment functionality, and adherence to IT security standards.

EDUCATION

TERTIARY EDUCATION

Mariano Galvez de Guatemala Computer Systems Engineering
3a. Avenida 9-00 zona 2, Interior Finca El Zapote, Ciudad de Guatemala, Guatemala
2010 - 2012

SECONDARY EDUCATION

- SENIOR HIGH SCHOOL

Colegio Bilingue de Computacion, Calzada San Juan Zona 7 de Guatemala, 2008 – 2009

- JUNIOR HIGH SCHOOL

Colegio San Nicolas, Boulevard San Nicolas Zona 4 de Mixco Guatemala, 2005 - 2007

ELEMENTARY EDUCATION

Colegio Nuestra Señora de la Medalla Milagrosa, 12 Avenida 1-69, Colonia La Florida, Zona 19, Ciudad de Guatemala, 1999 - 2004

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PERSONAL SKILLS

UNDERSTANDING		SPEAKING		WRITING
C1		C1		C1
Listening	Reading	Spoken interaction	Spoken production	

Mother tongue(s) Spanish

OTHER LANGUAGE(S) ENGLISH

Communication skills

- Effective Client Interaction
- Cross-Functional Collaboration.
- Leadership Support.

Organizational / managerial skills

- Inventory Management
- Team Coordination
- Process Optimization

Job-related skills

- Production Efficiency
- Logistics Coordination
- Operational Reliability

Computer Skills

- System Administration
- Inventory & Asset Management
- Technical Maintenance