

# JOSE MUJICA

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## PROFESSIONAL SUMMARY

Respectful self-motivator gifted at finding reliable solutions for software issues. Experienced in Incident Management and Report Analysis and offering skills in Systems Training and Service Management. Fluent in English and accustomed to working with cross-cultural, global teams.

## WORK HISTORY

### TIAXA - APPLICATION ENGINEER

LIMA - PERU  
10/2012 - 05/2023

- Maintained the operation of the PrePaid Recharges Web Platform of Movistar Perú mobile operator.
- Partnered with USA/India development team on product development and application support plans for the client.
- Execute statistics report of the behaviour of the recharges daily and monthly.
- Developed code in Python to automatically prepare reports.
- Support to the Project team of the company.

### Telefónica Gestion de Servicios Compartidos S.A.C. - IT Analyst

LIMA  
06/2007 - 09/2012

- Manage the operation of IT system Remedy owned by Movistar Perú operator.
- Coordinate with the brazilian partner to keep the system running.
- Execute reports for the Helpdesk and Services team.
- Support to the Incident Management team.
- Support to the VIP helpdesk team and coordinate with the operator's executives.
- Operate the Remedy Database in order to get reports suitable for the teams mentioned.
- Collaborated with upper management to drive strategy and implement new processes.
- Developed diagrams to describe and lay out logical operational steps.

## PLAY DRUMS

Along with playing Bass and Guitar, playing drums is my escape when I am stressed.

## LANGUAGES

**Spanish:** Native language

## SKILLS

- Incident Management
- Processes understanding
- Consumer's behavioral understanding
- Project Specifications

## EDUCATION

04/2007  
**CIBERTEC INSTITUTE**  
LIMA, PERU

Computer Science And Programming  
\* GRAPHIC DESIGN  
\* .NET  
\* JAVA  
\* LINUX RED HAT  
\* ORACLE DATABASE  
\* POSTGRESQL  
\* SQL  
\* PYTHON

## CERTIFICATIONS

- \* First Certificate in english.
- \* Linux Red Hat diploma.
- \* IELTS for English teachers certificate

**English:**

B2

Upper intermediate