

Issam Silverio Jiménez Ortega

Hermosillo, Son. Mexico

WORK EXPERIENCE

RWS

Search Engine Evaluator

2018 -2026

- Evaluated 40–50 search tasks per day while maintaining ~90% accuracy and on-time delivery.
- Analyzed websites and digital content to assess quality, relevance, and compliance with detailed guidelines.
- Assessed user intent and result relevance to improve the usefulness of search outputs.

Office Max

Sales Associate

2017 -2018

- Assisted customers with product selection, providing guidance on office equipment, computer accessories, electronics, and technology-related products.
- Supported inventory control, merchandise replenishment, and stock organization to maintain product availability and store efficiency.
- Maintained organized product displays, accurate merchandise placement, and an accessible shopping environment.

Xtreme Toys

Sales Associate

2014 -2016

- Delivered customer support by identifying customer needs, recommending products, and resolving basic product-related inquiries.
- Assisted with inventory management, stock replenishment, and merchandise organization to maintain product availability.

Bus Sonora

Operations Assistance

2013

- Provided IT support, hardware configuration, software installation, and technical troubleshooting to support daily business operations.
- Collected, verified, and processed operational data for credential issuance, maintaining accurate records and supporting administrative workflows.

Adaptable and detail-oriented professional with experience in customer service, sales, and data analysis. Recognized for strong communication skills, reliability, and the ability to quickly learn new processes while contributing effectively to team and organizational goals.

EDUCATION

Information Systems Engineering

Universidad de Sonora

2016 -2026

LANGUAGES

- Spanish (Native)
- English (B2)

TECHNICAL SKILLS

- Html/Css/Js
- Git
- Docker
- Python
- Django
- PHP
- MySQL
- Power BI
- MATLAB
- AWS

CONTACT

 (+52) 6621877427

 contacto.issam@gmail.com

 github.com/IssamJim

CERTIFICATES

[Python Mega Course: Build 20
Real-World Apps and AI Agents](#)

[DevOps Beginners to Advanced |
Decoding DevOps with Projects](#)