



RESUME

GAEL MARQUEZ

CRM OPERATIONS & TECHNICAL SUPPORT

Bilingual CRM Operations & Technical Support professional with experience in customer operations, issue resolution, web administration, process improvement, and AI-assisted workflows. Skilled in maintaining accurate customer records, troubleshooting operational issues, documenting solutions, and coordinating follow-ups through resolution. Hands-on experience building and testing independent web applications using Next.js, Supabase, ChatGPT, and Claude.

EDUCATION

GOOGLE DATA ANALYST CERTIFICATE
Currently pursuing

TECHNICAL DEGREE IN BUSINESS ADMINISTRATION
2022-2024

HIGH SCHOOL
Tecnológico De Monterrey
Obregón, Sonora, México
2019 – 2022

LANGUAGES
Spanish — Native
English — C1 Advanced

- SKILLS**
- CRM Operations & Customer Records
 - Issue Triage & Documentation
 - Technical Troubleshooting
 - User Support & Issue Resolution
 - QA & Workflow Testing
 - Process Improvement
 - Web Administration
 - AI-Assisted Workflows

TECHNICAL TOOLS

CRM

SUPABASE

CHAT GPT

CLAUDE

NEXT.JS

NETLIFY

MICROSOFT OFFICE

CONTACT
✉ gmarquezp44@gmail.com
☎ +52 644 168 0432.

PROJECTS

DIGITAL SOLUTIONS PORTFOLIO
UGCFlow MX · Anki E-Commerce Platform · Vegetally Produce
Independent web applications involving workflow management, user testing, troubleshooting, payment integrations, and customer-facing web development.
[**CLICK HERE**](#)

SUMANDO COMERCIOS
CUSTOMER OPERATIONS | CRM & WEB SUPPORT
October 2025 – August 2026

- Managed customer requests, operational issues, and follow-ups across email and phone.
- Maintained CRM records, triaged issues, and coordinated resolutions with accurate documentation.
- Supported customer-facing websites and used AI tools for troubleshooting, communication, and process improvement.

SONORA MARKET
LOGISTICS & CUSTOMER OPERATIONS
February 2024 – August 2025

- Managed and prioritized customer inquiries while maintaining accurate CRM records and follow-ups.
- Investigated operational issues and coordinated resolutions between customers and service providers.
- Kept customers informed throughout issue resolution and escalated cases when additional support was required.

4 VIENTOS
ADMINISTRATION & CUSTOMER SERVICE REPRESENTATIVE
May 2022 – December 2023

- Assisted customers through email, phone, and in-person communication, providing clear information and follow-up.
- Scheduled appointments and maintained organized customer and operational records.