

URIEL ARREDONDO VILCHIS

Engineer in communications and electronics

+ 52 55 2406 7601 uarredondov@hotmail.com

Mexico City, Mexico /in/urielav

SUMMARY

I'm a technology professional who thrives at the intersection of complex systems and real client needs, with 4+ years turning technical challenges into reliable, scalable outcomes. I bring hands-on experience in incident resolution, ETL and data migration, and embedding AI-driven capabilities into enterprise platforms, bridging technical depth with clear stakeholder communication to build trust and consistently deliver results.

SKILLS

Integrations, SSO, ETL & Data Migration, AI-Assisted Development, Salesforce, ServiceNow, Azure, Java, SQL, JavaScript, HTML, CSS, Confluence, Jira, Cybersecurity, Agile, ITIL, SCRUM.

Stakeholder management, Cross-functional, Collaboration, Critical thinking, Proactive leadership.

EXPERIENCE

01/2026 - Current	Technology Consultant	Qualtrics
- Lead technical implementations and data migrations, designing ETL processes to ensure data accuracy and integrity. - Contribute to the integration of AI-driven capabilities within Qualtrics, enhancing data insights and automation. - Collaborate with Engineering and Product teams to resolve technical challenges and accelerate client adoption. - Act as a trusted advisor to stakeholders, translating complex technical requirements into scalable, business-oriented solutions.		
06/2024 - 01/2026	Enterprise Support, Senior Specialist	
- Partner with enterprise clients across NA, APJ, and EMEA regions to drive product adoption, delivering proactive support through training sessions, regular check-ins, and best-practice guidance. - Own complex technical issues end-to-end, ensuring timely resolution and minimizing disruption to the client experience. - Manage escalations by coordinating with account and engineering teams, maintaining transparency and trust throughout the resolution process. - Strengthen leadership and cross-team collaboration by sharing technical and troubleshooting expertise, guiding client sentiment management and improving resolution times.		
06/2022 - 06/2024	Systems Engineer	Infosys
- Provided technical support for Salesforce-based applications within a global healthcare enterprise, resolving incidents and service requests via ServiceNow within SLA targets. - Diagnosed root causes across integrations, workflows, and configurations, reducing recurrence and improving platform reliability. - Partnered with cross-functional stakeholders to translate technical issues into clear, actionable solutions, sustaining uptime of business-critical platforms in a fast-paced, regulated environment. - Supported reliability and performance of mission-critical financial systems for a leading U.S. investment banking firm. - Diagnosed and resolved complex, time-sensitive technical issues under strict deadlines, minimizing downtime. - Collaborated directly with clients to extract, validate, and analyze critical data, maintaining stability of essential financial platforms in a highly regulated environment.		
01/2021 - 04/2022	Technical Supervisor	Centro de Desarrollo Aeroespacial (CDA) – IPN
- Supervised a satellite optical communications project focused on CubeSats, applying waterfall methodology to manage design, development, and simulation phases. - Designed and simulated an Earth Station in Motion (ESIM) for optical satellite communications, architecting a one-link payload and two-link telemetry system using LPWAN, LoRa, LoRaWAN, and IoT technologies.		

EDUCATION

08/2017-06/2022	Bachelor of Engineering	Instituto Politécnico Nacional
Major in Communications and Electronics Engineering with a focus on computing.		

CERTIFICATIONS AND COURSES

- Qualtrics Platform Essentials Certification
- Qualtrics CoreXM Expert Certification
- Infosys Certified Software Programmer
- Infosys Certified Database and SQL Professional
- Infosys Certified Backend Layers Developer
- Infosys Certified Global Agile