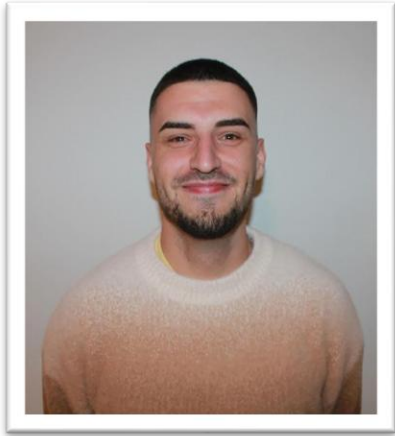


JUAN GUILLERMO GUERRERO FERRANDO



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46005, VALENCIA



17/12/1999

About me

I am currently pursuing my studies with the goal of continuously developing my skills. My objective is to join a challenging and competitive project upon graduation, where I can apply my knowledge and experience in a professional environment. I consider myself a responsible and hard-working individual with high ethical standards. I always give my best, I'm committed, loyal, flexible, resilient and I also consider myself to be an achiever. I adapt quite well to any environment and welcome challenges and new ways of doing things.

Professional Experience

2021 – Adolfo Castro S.L. – Construction Assistant of Metal structures

- I assisted the Construction Manager in all aspects of the construction job.
- I worked to ensure that the level of quality was always being complied with.
- I worked in a team environment and independently, based on the job requirements.

2019 – 2021 – CC Carrefour S.A. – Customer Service Representative in the Electrical and Gaming Department.

- I managed client relationship by attending their requests to purchase any products in the store.
- I was responsible to handle all sales, returns, complaints, product exchanges...
- I also worked as a cashier to cover colleagues' schedules and
- I managed appropriately all stock in warehouse.

2018 – 2025 – AirShow S.L. – Assistant to Entertainment Events

- I assisted co-ordinating and organising events for my community.
- I was responsible for groups of children, I supervised them and assisted in them having a great time.

2018 – 2020 – eHawkerz S.L. – Leading Image for Golden Hawks eSports Club - FIFA

- I was a member of the official eSports FIFA Team playing for Spain in competitive games worldwide.
- I also engaged with vendors, sponsors, and influencers to keep membership & sponsorship for club.

2022 – Present – Teleperformance S.A.U. – Game Master at the Blizzard Project

- Customer Support Technician at Blizzard's video game platform, including tickets, in game assistance and web chat on topics such as account settings, purchases, in game issues, compromised accounts, appeals, etc.

Academic Experience

2018 – 2020 – Técnico TAFAD – I. E. S. Districte Marítim

2015 – 2017 – Bachillerato humanidades – C. E. I. La Anunciación

2024 – Present – Video Games Programming – Escuela Superior de Arte y Tecnología

Other licenses

Driving License: B.
Have own vehicle.

Social Media

Instagram, X, TikTok, etc.

Languages

Spanish – Native

English – Intermediate level

Valenciano – Intermediate level