



MARTIN ALONZO
RAMOS TAPIA
Computer Systems
Engineer

CONTACT

- ☎ +52 631 181 7085
- ✉ martinramosta@outlook.com
- 📍 Nogales, Sonora.

SKILLS

- Full-Stack Development (HTML, CSS, JS, PHP, etc)
- C#
- API Usage
- Advertising
- Microsoft Office
- Assertive and effective communication
- Problem-solving
- Teamwork
- Proactivity
- Working under pressure

LANGUAGES

- English
- Spanish

PROFESSIONAL PROFILE

Computer Systems Engineer specialized in the design and development of web and desktop applications. Expert in architecting robust solutions using Laravel, PHP, and ASP.NET Core, with a strong focus on automating internal processes and administering relational databases. I bring solid technical expertise in the integration of electronic security systems and infrastructure support, complemented by advanced English proficiency for international environments.

PROFESSIONAL EXPERIENCE

JAN 2025 IT Manager
PRESENT

CUSTODES S.A de C.V (Nogales Sonora)

- Responsible for developing desktop applications and web platforms to automate internal processes related to civil protection, private security, finance, and general administration across all areas of the company.
- Responsible for creating, maintaining, and administering relational databases, as well as managing the company's servers and networks.
- Installation and programming of video surveillance systems (CCTV), burglar alarms, and fire alarms.
- Providing technical support and maintenance for computer equipment.

SEP 2024 Systems Intern
JAN 2025

CUSTODES S.A de C.V (Nogales Sonora)

- Full-stack development of a web application for processing large volumes of operational data.
- Unification of the company's C# desktop applications with web portals.
- Providing technical support and maintenance for computer equipment.

OCT 2023 Remote Developer
SEP 2024

CUSTODES S.A de C.V (Nogales Sonora)

- Development of a robust C# desktop application for the automated generation of Internal Civil Protection Programs, ensuring full compliance with the TERMS OF REFERENCE OF THE STATE OF SONORA TRES-002-UEPC-2009.
- Digitization of the consulting workflow, reducing the time required to prepare risk assessments and contingency plans by 80% through the logical structuring of current regulations.
- Implementation of data validation modules to ensure that every generated document complies with the technical standards required by the State Civil Protection Unit.

JUN 2021 **Customer Service Representative**
OCT 2021 **Ultimate Strategic Solutions (RDI) (Nogales Sonora)**

Providing comprehensive customer support 100% in English, simultaneously managing chat, email, and telephone channels.

Resolving issues and requests from international customers while maintaining quality standards and optimal response times.

Using ticketing and CRM management tools for thorough case tracking, ensuring a smooth and professional user experience.

Proven ability to handle critical situations and resolve conflicts through assertive and empathetic communication.

HIGHER EDUCATION

Bachelor's Degree in Computer Systems Engineering

Tecnológico Nacional de México - Nogales Campus
AUG 2019 - DEC 2024

PROJECTS AND CERTIFICATIONS

- Participation in INNOVATEC 2023 with a virtual reality development project in Nogales, Sonora, and Ciudad Obregón, Sonora.
 - Certification in the installation and programming of VISTA48LA panels in Hermosillo, Sonora, on May 27, 2025.
 - Developer of web solutions and applications for companies, law firms, and distinguished clients. Experience designing and developing digital platforms tailored to corporate and educational needs.
 - Relevant projects: custodes.mx, talaverayasociados.mx, dagdasafety.com, , dantetalavera.com. Instituto Anglo de Nogales,
 - vigilanti360: Solution created by me and used by JAVID de Mexico, Master Lock de Nogales, and SEICI Core.
 - Online Unity certification, July 6, 2023
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