



# Ivan Blanco Tellez

L1 Engineer / Student

## CONTACT ME

- +44 7775360683
- iblanco.seo@gmail.com
- www.ivanbeet.com
- Greenwich, London

## EDUCATION

**BSc Computer Science (AI)**  
University of Greenwich  
2022-2025

**SEO Marketing**  
Bigseo academy  
2020-2021

**L2 Engineering**  
MPRTS London  
2022-2023

## SKILLS

- Python
- Hardware Repair
- Problem Solving
- HTML/CSS/PHP
- Spanish
- SEO/SEM

## WORK EXPERIENCE

L1 Engineer 2023 - Present

### PRS& | Samsung (SES)

In charge of face to face appointments with customers regarding faulty devices. Always ensuring that the customer experience is being top priority. Diagnosing devices to give the correct solution available. Dealing with software fixes, screen replacements, customer education...

Customer Sales Advisor 2022 - 2023

### Brightex UK | Xiaomi Store London

Helping customers choose their ideal device from our stock. High brand knowledge was required to give customers accurate answers. Dealing with sales, returns, basic phone diagnosis, phone orders.

Repair Assistant 2021 - 2021

### MediaMarkt ES | MediaMarkt Madrid

Main helper of the repairing team, dealing with all types of technological devices (smartphones, laptops, TVs, tablets...) Main duties were relieving the main team workload by doing fast tasks such as screen protector replacements.

Warehouse Assistant 2020 - 2021

### Amazon ES | Amazon Madrid

Handling parcels and items inside the warehouse, ensuring they are in their right locations. Preparing items to be sent from the warehouse.

## REFERENCES

**Abdullah Noori**  
Brightex UK / Assistant Manager

Email: [abdullah@brightex.net](mailto:abdullah@brightex.net)

**Joss Adams**  
PRS& / Store Manager

Email: [jossadams@prs-and.me](mailto:jossadams@prs-and.me)