



## CERTIFICATIONS

The Web Developer Bootcamp 2023  
Fundamentals of digital marketing  
Weight and fitness trainer

Innovative and results-driven professional passionate about leveraging technology to drive business growth. Skilled in developing robust web applications and creating intuitive user experiences. Proven history of delivering projects on time and exceeding expectations. Committed to continuous learning. Seeking challenging opportunities to contribute my expertise and drive digital transformation.

## LOCATION

Guadalajara, Mexico

## PHONE NUMBER

+52 3325691484

## LINKEDIN

<https://www.linkedin.com/in/juan-sacramento-61111a13b/>

j.s.ornelas281@gmail.com

# JUAN ALBERTO SACRAMENTO ORNELAS

## ONLINE RESUME:

[HTTPS://ALBERTOSAC.GITHUB.IO/RESUME/INDEX.HTML](https://albertosac.github.io/resume/index.html)

## SKILLSET

- Frontend development fundamentals
  - HTML5 and CSS3 techniques
  - Responsive web design
  - JavaScript for front end interactivity
  - Bootstrap
  - Node, Vue, Angular
- Backend development
  - HTTP requests and responses
  - Databases (MySQL & MongoDB)
  - Frameworks (express.js)
- Restful API
  - API end points and data structure
  - CRUD operations
  - Authentication and Authorization for APIs
- Database management
  - Database migration
  - Performance optimization and indexing

## Universidad de Guadalajara en línea (Remote)

August 2020 – May 2024

- Bachelor in web development

## Tier 2 Technical Support specialist

**BigCommerce, Guadalajara (Remote)**

2023–present

- Provide advanced technical support to merchants, addressing and resolving complex issues to ensure optimal functionality of their online stores. Troubleshoot a wide range of technical problems, including store setup, theme customization, and performance optimization.

## Security Audit specialist

**Binance, Guadalajara (Remote)**

2021–2023

- Receiving and processing at least 40+ daily scam reports where users describe their scenario and the proper decisions along with the corresponding action is taken to prevent losses by sending/receiving assets to/from fraudulent sources by blacklisting blockchain addresses and taking internal decisions to stop providing services to existing users.

## Customer advocate

**AT&T, Guadalajara, Mexico (Remote)**

2020–2021

- Learnt how to collect money as soon as possible, as much as possible and as human as possible, with a goal of at least 1000 USD daily and achieving it 92% of the time. By my own means I read about negotiation strategies and applied on the job. This has been a remote position since the beginning.

## Client tech support associate

**NTT data Guadalajara, Mexico**

2016–2018

Give tech solutions to customers in hospitals within the US and even grant remote support through their computers, this included ticketing systems, active directory, ticketing systems(**Remedy**), **IMMS** and mainframe **CITRIX**, **VMWare**, **active directory**, **IMMS**, **mainframe**, **MS**

**Office, MS Outlook, Internet Explorer, Antivirus, remote support and peripherals** support and configuration. Due to the outstanding support and knowledge accomplished, I was given the responsibility of replying to the hospitals' corporate emails and provide floor support to my coworkers instead of taking calls.

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