Alfredo Osorio

FRONT-END DEVELOPER
HTTPS://ALFREDOOSORIO.GITHUB.IO/

Experience

FRONT-END WEB DEVELOPMENT
People & Brand | 10/2023 - 07/2024

WordPress site creation and maintenance, from initial design to deployment, and optimization.
Stack: HTML5, CSS3, JavaScript and Wordpress

LEVEL 2 HELPDESK
Eupraxia/AMP software | 04/2021 - 09/2023

Remote helpdesk level 2 for Burger King Spain, providing comprehensive technical support and troubleshooting.
Stack: Office 365, Teamviewer, AnyDesk and other software

FREELANCER
Freelancer | 08/2019 - 04/2021

Worked as a front-end web developer and consultant on several projects from various companies.
Stack: Wordpress, HTML5, CSS3 and JavaScript

LEVEL 2 HELPDESK
XDV S. A. | 04/2018 - 08/2019

Onsite level 2 helpdesk, offering advanced technical support and system management.
Stack: Windows Active Directory, Cisco call manager, SSH

Education

UNIVERSIDAD CENTRAL DE VENEZUELA
Computer science 2012-2017

UNIVERSIDAD SIMON BOLÍVAR
Computer engineering 2009-2012

UDEMY
The Complete 2023 Web Development Bootcam

Stack

Office: Microsoft Windows, Linux (Basic), Microsoft Office, Google Docs
WordPress: WooCommerce, Elementor, among others.
Programming Languages: Javascript, Typescript, HTML5, CSS3
Others: Active Directory, SSH, Google Workspace, Cisco call manager, AnyDesk, TeamViewer, Slack, Discord
Ticketing: Zendesk, Service Now

Dedicated professional with a strong focus on customer obsession, continuous growth, and a passion for technology.

Experienced in providing exceptional helpdesk support and managing WordPress, leveraging HTML5, CSS3, and JavaScript skills to optimize and create web solutions. Proven ability to handle technical issues efficiently while ensuring high customer satisfaction.

Personal

Vigo, Spain
Postal code 36204
Native language: Spanish
English: Advanced
Portfolio:
https://alfredoosorio.github.io/

Contact

✉ alfredo2710181@gmail.com
◈ github.com/AlfredoOsorio