JUNIOR
VARGAS

Software Engineer | JavaScript Specialist | Customer Service Rep

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PROFESSIONAL PROFILE

Passionate about software development with strong skills in the JavaScript ecosystem. Experienced in working with React, Next.js, and backend technologies like Node.js and Express. Familiar with containerization using Docker, cloud deployment on Railway and AWS, and software architecture and development workflows.

In addition to my development background, I've worked in Customer Service, where I strengthened my communication and problem-solving skills in English-speaking environments.

WORK EXPERIENCE

Software Developer 2025
Internship – UTESA | 3-month contract

Worked on debugging a desktop application developed in Python, while sharpening skills in TypeScript, Next.js, AWS, and Docker. Contributed to development tasks and gained hands-on experience with deployment and cloud services.

Scheduling Specialist | CCD 2024-2025

I worked in the medical scheduling department, where I was responsible for booking appointments, verifying insurance coverage, and confirming patient appointments. My role also involved coordinating with medical providers, assisting patients with their inquiries, and ensuring a smooth scheduling process.

VIP Customer Service Representative | VoiceTeam | 2022 - 2024

Provided high-level customer support for a telecommunications company, assisting VIP clients with inquiries, troubleshooting, and account management. Delivered top-tier customer satisfaction by guiding users step by step to solve technical issues on their mobile devices, combining exceptional service with strong IT support skills.

Head of the Office of Access to Information Sabaneta City Hall | 2018 - 2020

Oversaw public access to information and ensured legal compliance, with a strong focus on developing and managing the institution's website using WordPress. Responsible for handling information requests and maintaining a balance between transparency and data protection.

EDUCATION & PROFESSIONAL TRAINING

Bachelor's Degree in Computer Systems Engineering (Final-Year Student) | Universidad Tecnológica de Santiago (UTESA)

Software Development Course | YouTube

Mestyc Intensive English Immersion Program, Mestyc Santiago 2020-2021

KEY SKILLS & COMPETENCIES

- MERN STACK: React, Node.js, Express.js, MongoDB, API Development
- Strong command of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Sales & Negotiation Strategies
- Problem-Solving & Conflict Resolution
- Sports Data Analysis & Statistics: Excel, SQL, real-time data processing, FIBA Live Stats (Certified)

Languages
- Native: Spanish
- Advanced (C1): English