

# ÁNGEL FRANCISCO MONCADA IZAGUIRRE

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## QUALIFICATIONS

Full-stack Developer with freelance experience crafting scalable web apps using React and Next.js. Experienced in building APIs, integrating third-party tools, and working with both SQL and NoSQL databases to meet client needs. Brings strong analytical skills and a commitment to learning, ready to contribute to developing and maintaining a high-performing flight booking engine.

## EDUCATION

### Pontificia Universidad Católica de Honduras – Francisco Morazán, Honduras

2021 - Present

*Engineering Degree, Systems Engineering*

- **Achievements:** Pursuing a 5-year engineering degree with more than 4 years of completed training
- **Coursework:** software development, architecture, databases, networking, cloud, cybersecurity

## EXPERIENCE

### Partner Hero

Aug 2024 - Present

*Customer Support Representative*

*Remote*

- Provided timely support via chat (Zendesk) and email (Salesforce), ensuring clear communication and customer satisfaction
- Collaborated with internal teams via Slack to escalate and resolve technical issues, echoing practices of effective remote teamwork
- Managed account issues and maintained SLA standards, demonstrating attention to detail and problem-solving skills applicable to debugging and performance monitoring

### GOLD GREEN

*Appointment Setter*

*Remote*

- Educated leads on solar power benefits while scheduling consultations, showcasing clear communication and documentation skills
- Addressed client objections to improve appointment success rate, highlighting adaptability and resilience in fast-paced environments
- Supported the clean energy mission through effective client qualification, emphasizing the ability to collaborate and deliver consistent results

### Startek CA

*Customer Sales and Service Expert*

*Remote*

- Managed inquiries on billing and service issues
- Handled a high volume of calls, orders, and account resolutions
- Recommended service improvements through troubleshooting

### Intouch CX

*Customer Service Agent*

*Remote*

- Assisted users by phone and email across various services
- Delivered clear technical support and issue resolution

### Freelance

2022 - Present

*Full-stack Developer*

- Built scalable web apps with React, Node.js, Tailwind, PostgreSQL
- Created APIs with Express & Prisma, integrated third-party tools
- Used AI workflows to accelerate prototyping and testing

## TECHNICAL SKILLS

- **Languages:** TypeScript, JavaScript, Python, Java, C++, C#, HTML, CSS, SQL, Kotlin
- **Frontend:** React, Next.js, Tailwind CSS, SwiftUI, Vue.js (familiar)
- **Backend:** Node.js, Express.js, Prisma, Flask, Ruby on Rails (basic)
- **Databases:** PostgreSQL, MongoDB, Redis, DynamoDB, SQLite
- **Tools & Platforms:** Git, GitHub, Docker, Vercel, AWS, Apache Kafka, Jira, Confluence
- **Productivity & Collaboration:** Microsoft Office (Word, Excel), Microsoft 365 (Outlook, Docs, Sheets, Slides, Drive), Hubstaff (Desktop & Web), Microsoft Teams, Shopify
- **Practices:** REST APIs, GraphQL, PWA, CI/CD, TDD, Agile, DevOps
- **AI Tools:** AI-assisted development workflows for prototyping, testing, automation, and refactoring
- **Additional Expertise:** API Integration, Security Concepts, Web Performance Optimization, Payment Integration, Startup Experience, Design Tools, Browser Testing