



Sergio Mendoza

Software Engineer

Email: Sergiomendozap96@gmail.com | Tel: +51 321 2594157

Github.com/Arthaz1245 | LinkedIn.com/in/sergio-mendoza-33025113b/

<https://poetic-sunshine-1aca3a.netlify.app>

PROFESSIONAL PROFILE

I hold a Bachelor's degree in Software Engineering specializing in web development. I have technical experience in Node.js, React, and MongoDB and I am deeply passionate about data analysis. My technical skills include Python, SQL, and Excel, which I use for data manipulation, visualization, and deriving actionable insights. Additionally, I possess a creative mindset, strong problem-solving abilities, effective teamwork, communication skills, and a high level of decision-making autonomy.

WORK EXPERIENCE

Technical Support Engineer

COUPA | August 2023 - Present

As a Platform Tech Support Engineer at Coupa, I specialize in resolving a range of technical issues, including performance optimization, Single Sign-On (SSO) configuration, API troubleshooting, and log retrieval. I consistently manage 15 to 20 cases per week with a strong success rate, ensuring timely and effective solutions. My focus remains on delivering top-tier service to our enterprise clients, maintaining high levels of efficiency and customer satisfaction.

Bilingual Customer Service

SITEL | August 2020 - April 2023

Representative In my role at FedEx Campaign, I successfully achieved metrics with a performance rate exceeding 90% while handling up to 100 calls per day. I prioritized customer care for clients eagerly awaiting their package deliveries, ensuring high effectiveness and satisfaction levels.

TECHNICAL SKILLS

Python
Seaborn
SQL/MYSQL
Pandas
Excel
Matplotlib
MongoDb

NodeJs
React
HTML
Java Script
PHPmy Admin
Bash
API

SOFT SKILLS

Resilient
Attention to detail
Teamwork
Problem-solving skills
Time management
Adaptability

LANGUAGES

Spanish: Native
English: Fluent
French: Basic -Intermediate

EDUCATION

Henry BootCamp

Full Stack Developer

August 2022 - February 2023 | Argentina

Politécnico Grancolombiano University

Software Engineering

February 2020 - March 2023 | Bogotá, Colombia

UNIMINUTO University

Computer Science

August 2016 - November 2020 | Bogotá, Colombia

PROJECTS

FULL STACK DEVELOPER – NOVELTYBOOKS

Collaborated with a team of developers to create an e-commerce platform specifically designed for book sales.

The application was developed using a wide range of technologies, including Next.js, MongoDB, Mongoose, React, Node.js, Express, Nodemailer, Cloudinary, and Stripe for secure online transactions.

<https://novelty-books-iexoiy34m-chitichi.vercel.app>

FULL STACK DEVELOPER – DOGS APP

I developed and designed a web application for dog breeds that includes searches, filters, sorting, and creation functionalities. The application allows users to easily search for specific dog breeds, apply filters to narrow down their results, sort the breeds based on different criteria, and even create new entries. I use React, Redux, and pure CSS for the front-end, while employing Node.js with Express for the back-end. The database was constructed using PostgreSQL and Sequelize.

<https://front-pidogs.vercel.app>
