

# Byron Cordero

## WORK EXPERIENCE

### Technical Support Agent

Concentrix

Full-time Oct 2023 - Present

Heredia, Costa Rica

- Utilize expertise in JavaScript, HTML, and CSS to analyze and troubleshoot code efficiently, ensuring the successful execution of marketing campaigns and strategies on our marketing platform.
- Proficient in providing technical support to customers via email, demonstrating exceptional written communication skills and a thorough understanding of troubleshooting methodologies.
- Proficient in offering guidance on email marketing best practices, segmentation strategies, and campaign optimization techniques.

### Product Builder

Boston Scientific en Costa Rica

Full-time Mar 2022 - Sep 2023

Coyol, Alajuela, Costa Rica

- Significantly contributed to the Emergency Response Team, facilitating timely and efficient resolution of urgent situations.
- Dedicated to meeting client needs and consistently exceeded production targets.
- Worked collaboratively across departments to improve product quality and streamline operational efficiency.

### Freelance Designer

Self-employed

May 2021 - Mar 2022

- Reviewed design briefs and identified project requirements, providing customized creative solutions aligned with client goals.
- Developed initial drafts and proposals, actively seeking feedback to refine designs.

## ABOUT ME

As a dedicated individual with a strong commitment to help, I possess web design, technical support, and email support expertise. I am talented in implementing innovative solutions and resolving issues, resulting in a positive customer experience.

## EDUCATION HISTORY

### English

Institution: UTN

Year of Graduation: 2023

### Graphic Design

Institution: INA

Year of Graduation: 2021

### Web Design and Development

Institution: Fidélitas University

Year of Graduation: 2019

## HARD SKILLS

- HTML
- CSS
- JavaScript
- SQL
- Wordpress
- Klaviyo
- Illustrator
- Figma

## CONTACT ME

### LinkedIn Profile:

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