

Byron Cordero

Web Designer

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.
- Skillfully manage the email channel as a primary mode of communication, addressing customer inquiries and technical issues with precision and efficiency.
- 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

- Played a vital role in the Emergency Response Team, ensuring prompt and effective resolution of critical issues.
- Focused on client deliverables and consistently achieved exceptional results in production metrics.
- Collaborated cross-functionally to optimize product quality and enhance 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:

<https://www.linkedin.com/in/byroncv/>

xcorderovargasx@gmail.com
8792 2165

<https://byroncv.github.io/>