



Yasmani Castaneda

Fullstack Web Developer | IT Support

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 [LinkedIn](#)

Skills

HTML 5

CSS3

Javascript

Python

Node Js

Basic Computer Architecture

Systems Administration

Computer Networking

IT Troubleshooting

Languages

Spanish

English

Profile

An aspiring Web Developer, IT Support tech, and Security Analyst. Experienced in both Front and Back end development as well as in IT.

Employment History

Account Resolution Specialist, Wyndham Destinations, Las Vegas

August 2017 — February 2021

- Increased efficiency and productivity through effective staff training regarding customer service protocols and call resolution techniques
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills
- Take calls when a customer requests a supervisor
- Coach agents on how to effectively communicate with the customers
- Help agents on any questions or concerns they may have on a customers account

Contract Specialist, Diamond Resorts, Las Vegas

April 2021 — July 2021

- The Contracts Specialist generates legal documents (contracts) for all vacation ownership sales and performs related tasks required to complete the transaction in an expedient manner
- The Specialist prepares and helps facilitate the contract for recordation as directed, and fields any questions from the sales team
- Review purchase proposals for accuracy and legibility

Managed Service Specialist, Better My POS, Las Vegas

August 2021 — Present

- Assist clients with their third party (Door Dash, Uber Eats, etc) menu integration
- Program online menu's for restaurants.
- Configure Cradlepoint Routers
- Configure and test pin pads.
- Troubleshoot Point of Sale Systems.
- Remote into a clients POS in order to troubleshoot the issue they are having.
- Provide IT Support for clients via phone or email.

Education

High School Diploma, Sunrise Mountain High School, Las Vegas

August 2009 — June 2013

Fullstack Web Developer, Lambda Coding Bootcamp, Las Vegas

May 2020 — April 2021

Web Foundations

HTML, CSS, Git, JavaScript and UI Principles

Web Application Development

▯ React, Redux, React Router, HTTP/Ajax, and Functional Programming Techniques

Advanced Web Development

▯ Advanced React, State Management and Web Applications

Back End Development

Node – Node.js Web APIs, Data Persistence, Authentication and Testing

Computer Science

▯ Intro to Python and OOP, Algorithms, Data Structures, Graphs, Hash Tables

Still in process, Western Governors University, Las Vegas

June 2021 — Present

Currently in process to get a Bachelors in Cyber Security

Certificates

IT Support Professional Certificate, Google

December 2020 — May 2021

Full Stack Web Development, Lambda Coding Bootcamp

May 2020 — April 2021

ITIL 4 Foundations

September 2021 — December 2021

COMPTIA A+

August 2021 — December 2021