

David Andrés Ortega Pájaro

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SUMMARY

Passionate full-stack developer skilled in JavaScript, HTML, CSS, PHP, Laravel, Tailwind, and React. Expert in creating user-friendly web applications with a focus on both front-end and back-end development. A collaborative team player committed to continuous learning and impactful projects.

EXPERIENCE

Medical/Legal Interpreter

Vortex

April 2022 - December 2023, El Salvador

- Provided language interpretation for English-Spanish through a logophone platform, handling an average of 50 calls and video sessions per week.
- Utilized medical and legal terminology accurately, enhancing communication for over 200 clients.
- Maintained a high level of professionalism and a positive tone of voice, contributing to a 98% customer satisfaction rating.

Customer Service Advocate

Sitel

August 2021 - April 2022, Colombia

- Provided detailed information about health insurance plans to over 50 clients daily through telephone calls.
- Addressed and resolved billing inquiries for approximately 40 to 50 customers per day, improving accuracy and clarity.
- Managed complex customer issues, achieving a resolution rate of 90% on first contact.
- Maintained a high level of professionalism and empathy, contributing to a customer satisfaction score of 95%.

FullStack Developer

Los 3 Reyes

August 2019 - August 2021, Colombia

- Designed and developed a responsive platform using JavaScript, HTML, and CSS, incorporating Tailwind CSS and Bootstrap, resulting in a 40% increase in user engagement.
- Conducted thorough testing and debugging for over 50 features, ensuring a 99% bug-free user experience and secure transaction handling.
- Collaborated with 7+ stakeholders to gather business requirements and iterated on features, leading to a 25% boost in sales performance.
- Provided technical support and maintenance, resolving an average of 20 issues per month, which improved system performance and customer satisfaction by 30%.

PROJECTS

Volunteer

The Church Of Jesus Christ Of Latter Day Saints • June 2016 - June 2018

- Taught over 3000 locals and foreigners about the teachings of God.
- Held leadership positions where I managed accounts for a team from 6 to 20 missionaries, utilized Excel for tracking, and assigned tasks efficiently.
- Created and maintained daily, weekly, and monthly schedules, achieving 95% of the goals set by leaders.

EDUCATION

Fullstack Developer

Funval • Guatemala • March 2024 • 3.7

- University Management System (SQL, PHP, OOP, JS)
- Weather App (React, JS, Tailwind)
- Factory Management System (Laravel, React)

Software Developer

Fundacion Universitaria Tecnologico Comfenalco • Colombia-Cartagena • November 2021 • 3.7

- Projects:
- Gym
- Call Center
- Ticket Managment

INVOLVEMENT

Missionary

Peru • The Church Of Jesus Christ Of Latter Day Saints • June 2024 - June 2024

- Trainer, September 2016 - January 2017.
- District Leader, January 2017 - March 2017.
- Zone Leader, July 2017 - February 2018.

SKILLS

JavaScript, HTML, CSS, React, PHP, SQL, Laravel

Front End & Back End Coding

Español - Native

English - C1