Eric Gaona Medina

Dublin City, Ireland
Phone: 0852031759
Email: ericgaona0413@gmail.com
Portfolio: https://ericgaona.com
LinkedIn: https://www.linkedin.com/in/eric-o-g-m

PERSONAL PROFILE

Junior frontend developer with a Diploma in Full Stack Software Development from the Code Institute, also a certified Web Developer from Ceinmark, Bilbao Spain. I'm an adaptable, enthusiastic individual looking to develop new skills whilst building on my existing experience in web development. I am an ambitious, friendly and outgoing life-long learner who can work collaboratively as part of a team and on my own initiative.

TECHNICAL AND TRANSFERABLE SKILLS PROFILE

- **Applications**: Microsoft Office, Photoshop, WordPress and Dreamweaver
- **Programming Languages**: *Frontend* - HTML5, CSS, JavaScript
  Backend - TypeScript, PHP and Python
- **Database Systems**: MySQL, PostgreSQL, TypeORM and MongoDB
- **Frameworks**: Django, Flask, React, Next.js, Vite, Express, NestJS, Bootstrap and Tailwind
- **Digital collaboration tool:** Slack
- Excellent Communication Skills and Strong Customer Service Experience
- Languages: Native - Spanish   /   Fluent - English

EMPLOYMENT HISTORY

December 2023 – May 2024   Technical Support Engineer
Salesforce

- *Own the complete end-to-end customer support experience*
- *Provide prompt, detailed analysis of technical challenges and business issues*
- *Deliver great customer support experience to each customer case*
- *Solve technical issues and Integrations, with API/SSJS and Marketing cloud Functionalities*
- *Build and maintain Knowledge Base Articles both for internal and external audiences.*
- *Open and continuous collaboration with your team to increase team spirit and team efficiency*
- ***Salesforce certifications:***
- *Salesforce Ranger*
- *Salesforce Marketing Cloud Email Specialist*

October 2021 – November 2023   Technical Support Analyst
Accenture, Ireland (Meta)

- *Developed deep knowledge within a complex product group.*
- *Investigated and prioritised advertising issues, raising to a specialist when appropriate for further troubleshooting or debugging.*
- *Partnered with product support group specialists to determine solutions to advertising bugs and product confusion.*

- *Facilitated a high-end customer experience related to support for advertising bugs.*

June 2021 – September 2021   Contractor Web Developer
Low Cost Furniture Group, Ireland

- *Repaired, maintained and updated all company websites*
- *Managed an international freelance web developer team to perform updates in a timely manner*
- *Problem-solving and solution finding*

April 2020 – June 2021   Self-studying
Covid career break, used time for up-skilling

- The Complete 2020 Web Development course from Udemy
- Angular (Edition 2021) from Udemy

EDUCATION
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July 2019 – July 2020   Diploma in Full Stack Software Development in Code Institute

- **EricGaona.com:** Is my profile, a website with examples of some of the projects I have worked on. This particular project is coded using JavaScript and React.

2015 – 2017   Certified Web Application Developer in Ceinmark

Modules:
- Information systems
- Databases, Programming
- Markup Languages and Information Management Systems
- Web Development in Client Environment
- Web Development in Server Environment
- Deployment of Web Applications
- Web application development project, Business and Entrepreneurship, Internship

2015 Inatec Study Centre
Qualifications: Qualified in Creating, Editing and Publishing Websites

Sept 1991 – June 1996 Bachelor of Science - Unidad Educativa Colegio Arístides Rojas

ADDITIONAL ACHIEVEMENTS/INTERESTS
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- Full Clean Driver's License
- I enjoy keeping fit and healthy and regularly practice swimming
- I am keenly interested in travel and in learning new languages