

# CONTACT

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# Languages & Frameworks

## Frontend

- HTML
- CSS
- JavaScript
- React.js
- Typescript
- Bootstrap
- Tailwind Css
- Figma

## Backend

- Node.js
- PHP

## DataBase

- MySQL
- MariaDB

## Cloud/DevOps

- Azure
- Docker

# Skills

## Technical Skills

- **Ticketing:** Salesforce, Zendesk, Confluence, Rave.
- Good knowledge of Office 365 for Business, Office 365 suite and Windows, Tailwind, Bootstrap
- Experience in Travel Services, Sales, Customer Service, Fintech and Fraud Prevention.

# FERNANDA MONTALVAN

## Full Stack Web Developer | Frontend & Backend

Full Stack Web Developer skilled in **React, TypeScript, Node.js, and Docker**, with experience **designing** and **deploying** scalable, user-focused **applications**. Bilingual in English and Spanish, bringing strong **problem-solving, communication, and technical support** experience.

## PROFESSIONAL EXPERIENCE

### FOURTHLINE

#### KYC Specialist

2024 - 2025  
Barcelona,  
Spain

- Conducted KYC and QES checks, ensuring AML/eIDAS compliance and reducing verification errors by 25%.
- Collaborated with cross-functional teams to streamline verification workflows, cutting average resolution time by 20%.

### TELEPERFORMANCE

#### Risk Trainer

2022 - 2023  
Barcelona,  
Spain

- Developed and delivered trainings on fraud prevention, increasing agent scores by 15%.
- Maintained training content, ensuring 100% alignment with evolving compliance policies.

#### Risk Specialist

2022  
Barcelona,  
Spain

- Reviewed merchant applications and transactions to validate compliance, preventing potential fraud losses of €50K+.
- Authored daily reports for management, highlighting risk patterns and recommending mitigation strategies.

### CONCENTRIX

#### Office 365 Ambassador - Microsoft

2019 - 2021  
Managua,  
Nicaragua

- Provided T2 technical support for Office 365 products (Exchange, Teams, SharePoint), including user onboarding and license management.
- Assisted with hybrid and cloud migration to Azure AD, resolving setup and integration issues.
- Performed software installations, password resets, and troubleshooting of Microsoft Office suite.
- Contributed to internal knowledge base updates, process improvements, and training efforts.

#### Sr Technical Support - Microsoft

2018 - 2019  
Managua,  
Nicaragua

- Delivered frontline support for Windows OS and Microsoft software, resolving connectivity, update, and compatibility issues.
- Supported password resets and account recoveries, improving access resolution times.
- Participated in service documentation, process enhancement, and team collaboration efforts.

## Soft Skills

- I have demonstrated **leadership** by mentoring teammates and guiding group efforts toward shared goals.
- I thrive in **collaborative environments** and contribute positively to team dynamics and outcomes.
- I like to apply **critical thinking** to analyze problems and develop effective, scalable solutions.
- I **adapt quickly** to new tools and technologies and am constantly learning at a fast pace.
- I excel at **planning** and **organizing** tasks to meet deadlines and manage workloads efficiently.
- I remain **resilient** under pressure, maintaining focus and productivity during challenges.
- I **communicate ideas clearly** and effectively in both English and Spanish across diverse teams.
- I maintain a **solution-oriented mindset**, proactively identifying and resolving technical and interpersonal issues.

## LANGUAGES

Spanish	Native
English	Native
Catalan	B1

## VOLUNTEERING

- 2020-2021 - Language center volunteer facilitator
- 2017 - One Nation one Day, English Translator
- 2013-2016<sup>2</sup> - Translator (English/Spanish)
- 2011-2014 – Tutoring (English/Spanish)

## Other Details

- Immediate Availability to start working.
- Willing to relocate to a different province in Spain.

## PROJECTS

2025 – Huellas. [Github](#)

*Huellas is a full-stack web platform for pet health management where owners can create profiles, store medical information, and upload vaccination records. Built with React, TypeScript, Node.js, Express, and MySQL under a hexagonal architecture and deployed with Docker, the project combined responsive design and clean code practices. I contributed to both frontend and backend development, defining use cases and ensuring scalability.*

2024 – Music Library. [Github](#)

*Responsive web-based music library using PHP and MySQL, featuring dynamic song listings, user authentication, and playlist management. Focused on clean UI design, efficient database handling, and modular PHP architecture for scalability.*

## EDUCATION

2025 Barcelona, Spain	Web App Developer with React.js <i>Fundación Esplai - Migracode (370hrs).</i>
2025 Barcelona, Spain	Cibersecurity in the Industry <i>MainJobs (120hrs)</i>
2024 Barcelona, Spain	Web App Developer <i>Grup CIEF - SOC. Professional Certificate (510hrs)</i>

## CERTIFICATIONS

2024 Barcelona, Spain	Agile Project Management with SCRUM <i>Indice Gestoría y Formación</i>
2020 Managua, Nicaragua	Global Diplomacy - Diplomacy in the Modern World <i>University of London (UoL)</i>
2015 Managua, Nicaragua	Political Management and Leadership Diplomacy course <i>Universidad Americana (UAM)</i>
2013 Managua, Nicaragua	Business Management and Leadership Diplomacy Course <i>Universidad Catolica de Managua</i>