

GIANCARLO BOAS

Communication specialist turned web developer, with strong skills in customer experience, project management, and team leadership. Able to translate human needs into user-focused digital solutions. Experienced working in cross-functional teams and multicultural environments.

Web Developer

-  <https://fonchosama.github.io/MyWebsite>
-  Osnabrück
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Skills & Tools

Front End:

- HTML, CSS, JAVASCRIPT
- Responsive Design
- Bootstrap Library
- React & Angular

Back End:

- Node.js
- API's
- AWS
- MongoDB
- Postman

IT related:

- Docker
- Git & Github
- Android Studio
- SCRUM method

Languages:

- Spanish
- English
- German

Education

- 2014 - Diploma in "Marketing & Advertising" Universidad de Lima
- 2014 - Bachelor's degree in "Communications" Universidad de Lima

Development Projects

myFlixApp — Full-stack movie catalog web application
React • Redux • Node.js • Express • MongoDB • JWT • Heroku

- Designed and built a **responsive single-page app** where users can register, log in and manage favorite lists.
- Created a **REST API with Node.js/Express** and **MongoDB/Mongoose**, consumed on the client via **Axios**.
- Implemented **secure JWT authentication**, reducing unauthorised access attempts to zero during testing.
- Deployed both server and client to **Heroku**, setting up CI pipelines and endpoint tests with Postman.
- Refactored global state to **Redux**, improving initial load time by 18 % and paving the way for future scalability.

Work Experience

 **Customer Support Specialist | Canyon Bicycles, Remote (Spain)**

Since April 2023

- Provided multi-channel technical support (email, phone, chat) to Canyon customers, addressing product and warranty inquiries in a timely and professional manner.
- Collaborated with workshops and internal teams to resolve customer issues quickly, enhancing service delivery and maintaining high customer satisfaction rates.
- Contributed to process improvements, leading to a 15% reduction in case resolution time, and developed a network of local repair shops to ensure faster service for Spanish customers.

 **Caring Assistant | KM Catholic Association for Social Services, Osnabrück, Germany**

April 2023 – Present

- Support unaccompanied migrant youth in a residential home with daily tasks and appointments, communicating in German, English, and Spanish.
- Act as a trusted listener and mediator, helping residents express their concerns and facilitating constructive dialogue with social workers.
- Foster a welcoming and stable environment through informal mentorship and emotional support, contributing to residents' well-being and integration.

 **Customer Support Representative | PlayStation – SYKES EMEA, Remote**

January 2022 – October 2022

- Provided technical support and account recovery for PlayStation users in Spanish and English, addressing issues such as refunds, security violations, and account blocks via email, phone, and chat.
- Consistently exceeded performance targets, earning bonuses for high-quality service and fast response times, and frequently selected for extra shifts to manage email volume.
- Utilized Salesforce, Zendesk, and PlayStation's internal database to collect data and improve service processes, helping to build a comprehensive knowledge base for future issue resolution.
- Cultural backgrounds and language proficiency levels, ensuring effective learning outcomes.

Certificates

- Certificate in Full-Stack Web Development | CareerFoundry
- Advance English Course completed | Asociación Cultural Peruano Británica
- Certification for teaching Spanish as a foreign language | Colegio de Español Tia Tula
- Vocational Language Course (German for the Workplace B2) | VHS City of Osnabrück