**Freddy Leonardo Sosa Duran**

[617 Hillpine Way] | [Brandon, Florida 33510] | [609-369-5498] | [leonardo.sd111@gmail.com] Seeking to learn new experiences to grow as an individual and within a team environment to become an asset for the company while expanding my expertise.

**Professional Summary**

As a team oriented professional with great social skills, my main goal is to grow within a team environment while expanding my knowledge in the web development business and excel in every task that I am involved in. I strive to provide my absolute best and search for the proper tools to achieve the goals set forth within any projects in which I participate.

**Experience   
  
Supervisor | Kenific Group | Tampa, FL**

**Started August 28th, 2023.**

As a Call Center Supervisor, I excel in leading and managing a dynamic team of customer service representatives. My responsibilities encompass monitoring their performance, providing constructive feedback, and delivering coaching to ensure they consistently meet and exceed customer service objectives. I meticulously oversee daily call center operations, consistently driving optimal performance, productivity, and customer satisfaction. My duties include mentoring team members, maintaining call quality standards, developing and implementing effective training programs, adeptly resolving escalated customer issues, and fostering collaboration with senior management to enhance processes and attain performance targets.

**Customer Service Representative | Kenific Group | Tampa, FL**

**Started October 31st, 2022.**

Customer Service Representative Tier 1 assisting consumers with the healthcare marketplace with enrollment and other inquiries regarding their healthcare coverage. In around two (2) months with The Kenific Group, I have been a driver for three (3) classes so far. A driver is one of the people who assist the trainer with their class during the length of training. I have also been a tenure for three (3) classes. A tenure is one of the few selected individuals by their superior to help with the training on the production floor of the new trainees that just finished with their training.

**Customer Service Representative | Maximus | Tampa, FL**

**Started August 8th, 2022.**

Customer Service Representative Tier 1 assisting consumers in the healthcare marketplace with enrollment and other inquiries regarding their healthcare coverage.

**Press Operator | Sir Speedy Tampa | Tampa, FL**

**Dates of employment: October 6th, 2020 - August 5th, 2022.**

During my time with this marketing company, I oversaw the operation of production printers and was also involved in more areas such as paper cutting, job quality and finishing. By job quality and finishing: Preparing and making sure the order was done right and with great presentation for the customer. I was also involved in the customer service area by taking online orders and sending them through the production area. I knew how to do almost everything the place offered and asked me to do.

* Formerly responsible for high volume printing operating a Ricoh C9200 and Ricoh 8120S. (2
* years)
* Experience with Fiery Workstation, Impose/Compose. (2 years)
* Experience with utilizing Duplo cutter and creaser. (1 year)
* Basic knowledge of Sawgrass printer and PM software of the same printer, I know how to use a heat press to print in shirts and tumblers and mugs. (2 years)
* Customer service was checking orders through Four51 platform, checking and processing email orders, updating orders under the PrintSmith platform. (3 months)
* As a part of an incredible production team, I was able to obtain knowledge of nearly all the processes in less than two (2) years.

**Bar porter | Tropicana | Atlantic City, NJ**

**Dates of employment June 7th, 2019 – September 24th, 2020.**

Worked in a team-based position where success was achieved by helping each other. Often help the bartender with anything they need in the bar. Such as stocking the goods of alcohol, fruit, and other resources. Aid to keep up with the customers’ orders and to provide great customer service. (7 months)

**House person | Tropicana | Atlantic City, NJ**

**Dates of employment: November 6th, 2018, to June 7th, 2019.**

In this job my responsibilities were based on taking care of several floors as far as maintaining the floors clean, keeping up with the clients’ needs and helping the housekeepers keep their workstation clean of trash, with enough stock of linen and supplies. This job required me to keep a good time management which I successfully achieved over the course of my time in this position.

**Education**

* Hillsborough Community College
  + January 2023
  + Major: Web Developer
* Atlantic Cape Community College
  + January 2019
  + Major: Mechanical Engineering
* CEMAS, Cutupu, La Vega, Dominican Republic
  + August 25th, 2018
  + Major: Electrical Technician

**Skills**

* Bilingual – Fluent in English & Spanish
* Proficient in Microsoft Software
* Team Player
* Reliable
* Sociable

**Technical Skills**

* HTML: Proficient in creating structured and semantically meaningful web pages using HTML5, including familiarity with forms, tables, and multimedia elements.
* CSS: Skilled in styling web content with CSS3, including the use of selectors, properties, and responsive design principles to create visually appealing and mobile-friendly websites.
* JavaScript: Advanced understanding of JavaScript fundamentals, including variables, functions, and DOM manipulation, to enhance website interactivity and user experience.

**Certifications and Degrees**

* CompTIA A+ Certified.
* Associate degree in Web Development.