GLENDY TUYUC
Web Developer, Front-End
Chimaltenango, Guatemala | https://www.linkedin.com/in/glendy-tuyuc | +502-5612-6256
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PROFESSIONAL PROFILE

Passionate and self-driven Front-End Web Developer with over a year of hands-on experience in designing, developing, and optimizing web applications using **JavaScript**, with frameworks like **React.js**, **Next.js**, **Typescript**, **CSS**, **Tailwind CSS** and **jQuery** in the Front-End Development. **Express**, **Node JS**, in the Back End Development. **MongoDB**, **Postgres** for Database. Expertise to create **Rest API´s**. **Git**, **GitHub** for version control, **Jest** for Unit Testing, **Playwright** for E2E test. **Docker** to distribute microservices architectures, and highly scalable data processing systems, basic knowledge with cloud computing **AWS EC2.** Always focusing on delivering the best solutions in every situation having another point of view improving and optimizing every task given.

WORK EXPERIENCE

Freelancer   **2024 – present**
Front-End Web Developer | JavaScript | Next.js | TypeScript
- Identified the need for an engaging digital experience that would allow fan communities to connect more meaningfully with their favorite artists. To address this, I designed and developed a web application using Next.js and Tailwind CSS v4, fully optimized for all major devices (Android, iOS, Windows, Mac). The platform allows fans to earn a personalized digital card by completing a game spread across different dynamic routes withing the app. I integrated Google Analytics to monitor user behavior and applied advanced SEO strategies to maximize organic visibility and reach. The result was fully responsive, interactive interface with 89% of users reporting a positive experience worldwide.

Customer Service Supervisor   **Guatemala, Guatemala**
Alorica Limitada Guatemala   **Jan 2023 – Mar 2023**
- Coordinate complex problem solving.
- Provide guidance and support to the team to ensure high-quality customer service.
- Participate in continuous improvement initiatives to increase customer satisfaction.

Customer Service Agent   **Guatemala, Guatemala**
Alorica Limitada Guatemala   **Oct 2020 – Dec 2023**
- Provide support to customers through various channels, such as phone and live chat.
- Resolve issues and complaints effectively, ensuring customer retention.
- Collaborate with other departments to improve customer service processes.
- Twice named Top Performer in customer service.

EDUCATION & CERTIFICATIONS

TYPESCRIPT DEVELOPER BOOTCAMP LASERANTS   **Guatemala, Guatemala**
Laserants   **Sep 2024 – Oct 2024**
28 Hours of learning and putting into practice, JavaScript, Typescript, GitHub Actions, Express, Prisma, Postgres, Turborepo, Docker, Jest for Unit Test, and Playwright for End 2 End Test. Creating an e-Commerce from scratch, developing the Rest API, to create, read, update and deleting data, connecting the database with the Backend with Prisma ORM and Express, using Typescript and Tailwind CSS for the Front-End.

EF SET ENGLISH CERTIFICATE   **May, 2025 - present**
C1 Advanced. Awarded on: May 2025. ID de la credential 2cvN1b

UNIVERSITY   **Chimaltenango, Guatemala**
Systems Engineering   **Jan 2023 – still in process**
Mariano Gálvez University of the Department of Chimaltenango, Guatemala – UMG

BACHELOR'S DEGREE   **Chimaltenango, Guatemala**
Commercially Oriented Computing   **Jan 2018 – Nov 2019**
Centro Educativo Formación y Ciencia in San Juan Comalapa, Chimaltenango.

SOFT SKILLS
- Customer Service
- Effective Communication skills
- Problem-solving skills and critical thinking
- Customer Relationship Management
- Teamwork
- Self-learning
- Time management

LANGUAGES
- Spanish: Native
- English: C1 Advanced

TECHNICAL SKILLS

Languages & Frameworks: JavaScript, TypeScript, HTML5, CSS3, Node.js, Express.js, React.js, Next.js
Styling: Tailwind CSS, Bootstrap
Databases: MongoDB, PostgreSQL
Testing: Jest, Playwright
DevOps & Tools: Git, GitHub, GitHub Actions, Docker, Prisma, Turborepo
Cloud: AWS (EC2)
Other: Rest API Design, SEO Optimization, Responsive Design