



**Luis Angel Marin
Rodriguez**

Skills

Technical Skills

- JavaScript
- Python
- HTML
- CSS
- GIT
- Github / Gitlab
- SQL
- node js
- react
- SASS
- jquery
- redux
- Web Driver IO
- Mocha
- NPM
- Visual Studio Code
- Chat GPT
- PyTorch
- Photoshop
- Premire Pro
- SDLC / STLC
- Testing
- Excel
- Office 365
- Hardware Technical
- ETC

Summary

Passionate full-stack developer in training transitioning from 6+ years of analytical roles in financial services to software development. Currently completing intensive training in both full-stack development (JavaScript, React, Node.js) and automated testing (WebdriverIO, Mocha) through EPAM Systems. Leveraging hands-on project experience, technical certifications, and proven problem-solving skills. Equipped with dual expertise in development and QA automation, complemented by strong foundations in SDLC/STLC processes.

Experience

HCL Technologies **Underwriter** **2/23 - 2/25**

Main tasks

- review financial profiles for a USA bank, to determine if it would be best to approve or decline credit inquiries for cars, recreational vehicles, boats or cash.
- Applied best practices to align accounting processes with current laws and regulations.
- Maintained journal entries to track and analyze credit and debit transactions.
- Applied understanding of tax code to conduct financial reviews and prepare documentation for external auditors.
- Maintain the best quality and review process updates weekly, while taking constantly high risk decisions to ensure the best business for the bank.
- Gathered and collected all financial information for business and verified accuracy in system.
- Evaluated office processes, making suggestions to improve efficiency.
- Developed Excel tools (calculators, tables of content, ETC)
- Developepoed HTML, CSS and Javascript tools.

Contact info

 **Minerva Av Vallarta - Guadalajara, Jalisco**  **+52 3340005745**

Tata
Consultancy
Services **Customer Service** **8/21 -**
Representative / Recruitter **2/23**

Soft Skills

- English C2
- Spanish Native
- Customer Relation
- Analytical
- Team Player
- Creative
- Excellent Communication
- Negotiation
- Working hard

Contacts

- +52 3332483975
- itsect3r@gmail.com
- Linkedin
- Github
- Gitlab

Download CV

Download CV

Main tasks

- Increased efficiency and team productivity by promoting operational best practices.
- Help customers with starting electric service for SCE (Southern California Edison), or tuning off the service
- Explained Solar information to customers regarding rebates, incentives, programs and benefits
- Helped customers fill in applications for LIQP (Low Income Qualified Programs), And review recertifications process And medical programs enrollment.
- review billing inquires and review charges and balance info such as KWH monthly using graphs to compare and explain usage info
- Recruit Persons with the standard requirements of the company knowledge, abilities and experience., Helped New Agents with documents filling and creating online profiles for the company, give fallow up with recruiters and other departments to help new agents continue there process.

Contact info

Av Camino al ITESO - Guadalajara, Jalisco +52 3330038200

Teleperformance	Customer Service Representative	6/19 - 8/21
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Main tasks

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Used consultative techniques to understand customer needs and make strategic referrals to business partners.
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions
- Maintained and managed customer files and databases.
- Assisted customers with opening accounts and signing up for new services.
- Offer Remote trouble shooting for online issues help opening credit card accounts
- review billing information and explained detailed information to customers meeting Average Handle Time Expectations
- review charges and Negotiating Late Fees

Contact info

Av Camino al ITESO - Guadalajara, Jalisco 8001110202

Education / Certifications

High School Diploma

UNE UNIVERSITY - 45400, Av. Tonaltecas 333, El Zapote, Tonalá, Jal.

Certifications

FreeCodeCamp

- Responsive Web Design
- JavaScript Algorithms and Data Structures
- Front End Development Libraries

Solo Learn

- HTML
- CSS
- JavaScript Introduction
- JavaScript Advanced
- Python

EPAM Systems

- Software Testing