Ivan M. Leffalle

Ivanmleffalle@gmail.com | www.linkedin.com/in/leffalleivan | https://github.com/IvanLeffalle

Skills

- HTML, CSS, JavaScript, Python, Tailwind CSS, ReactJS, React Native, NodeJS, Express, NextJS, MongoDB, Firebase, Firestore, Git & GitHub, REST Apis & WP.

- Languages: Spanish, English
- Adaptability & Flexibility.
- Growth Mindset.
- Problem-Solving.
- Lifelong Learning.

Experience

IT Help Desk   Oct. 2023 - Present
eAssist Dental Solutions
- Resolved technical issues for customers via phone and chat, achieving a 95%+ satisfaction rate.
- Managed ticketing system to track, prioritize, and resolve an average of 30+ customer cases weekly.
- Collaborated with cross-functional teams to address complex IT issues, ensuring timely resolution.

Web Developer   Feb. 2023- Oct. 2023
Vistum Web
- Designed and developed responsive websites using WordPress, leveraging tools like Elementor to create user-friendly and visually appealing layouts.
- Optimized website performance and SEO, improving site loading times and search engine visibility.
- Provided ongoing support and maintenance, resolving technical issues and implementing updates to enhance user experience.

Education

Web & Computer Programming   Jan. 2024 - Dec. 2024
BYU Idaho
- Relevant Coursework: Dynamic Web Development, Responsive Design, JavaScript Programming, Python Programming, C# Development, and Industry Best Practices.

Software Development (In Progress)   Jan. 2024 - Present
BYU Idaho
- Managing dynamic web applications, improving user experience (UX), and supporting business operations.

Dentist   Jan. 2016 - Dec. 2022
Universidad Nacional Del Nordeste
- Conducted a comprehensive research investigation, leveraging analytical and problem-solving skills to address key challenges in dental health.
- Developed expertise in diagnostics, patient care, and treatment planning, achieving a balance between technical precision and patient communication.