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Julmar Figueroa

Software Engineer

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Technical Expertise

Experience in: JavaScript • HTML • CSS/SCSS • Gulp/Grunt • jQuery • NPM • Yarn • Bootstrap • Flexbox • React • Redux • jQuery • D3 • Backbone.js • Node.js • Express • Nightwatch • Selenium • Puppeteer • Bower

Experience

Senior iOS Chat Advisor | Apple

Oct 2012 - Jul 2016

- Would actively listen while using problem-solving skills to isolate and resolve simple to complicated technical issues in a timely manner
- Received consults as well as escalations from other advisors who needed assistance with their customers technical issue
- Attained and maintained 100% on Customer Satisfaction Surveys from 2013-2015 by providing exceptional customer service

iOS Team Manager Backfill | Apple

Jan 2015 - Dec 2015

- Led team meetings on a weekly basis
- Supervised up to 20 employees
- Held one-to-one meetings and check-ins with Advisors to discuss metric reports, coaching opportunities and mentoring
- Worked with Advisors to set career path goals and share interests to create skill development opportunities within the team setting

iOS Phone Advisor | Apple

Apr 2012 - Oct 2012

- Answered customer calls in a call center environment with zero supervision
- Helped team members by answering their customer related questions and providing best practices to improve overall team metrics
- Used problem-solving skills to isolate and resolve simple to complicated technical issues in a timely manner

Recent Applications

MovieInfo

2018

Movie searching app

- Integrated search functionality, movie posters and movie names using OMDB API
- Added ability to also view more movie details such as ratings and genres by visiting IMDB

Pixel Art Maker

2018

Coloring grid for creating pixel art

- Allows the user to enter a height and width in order to customize the size of their grid
- Added the ability to pick any color from multiple color palettes

Education

Hack Reactor

2016

Community College of Rhode Island: Associate of Arts

2012

Personal

If I'm not on my computer, you can catch me with my dogs, at the basketball court or playing games with my friends.