

# Juan Sandoval

[TheJuanSandoval.com](http://TheJuanSandoval.com) | 423.920.1759 | [jsand03330@gmail.com](mailto:jsand03330@gmail.com) | Chattanooga, TN  
JavaScript | Python | Java | SQL | .Net | AI

Computer Science graduate with three years of professional experience as a Front-End Engineer. Seeking a full-stack software engineering or entry-level data analyst role where I can leverage a strong technical foundation, problem-solving skills, and experience with AI-enhanced tools to deliver impact and continue growing as an engineer.

## Work Experience

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### Bilingual Tech Solutions Advisor | EPB | Chattanooga, TN

March 2024 – March 2025

- Resolved an average of 35+ customer service tickets per shift, delivering bilingual support across IPTV, internet, VoIP, and streaming platforms.
- Processed and tracked trouble reports through internal CRM and ticketing systems with 100% compliance to documentation standards.
- Identified and escalated recurring technical issues to engineering, contributing to monthly reduction in repeat service.
- Collaborated with internal teams to streamline troubleshooting procedures, improving resolution speed by 10% and enhancing customer satisfaction.

### Front-End Developer Intern | Datably | Chattanooga, TN

March 2023 – November 2023

- Developed and maintained responsive UI components using TypeScript, React, and Tailwind CSS for a data-driven analytics dashboard.
- Integrated RESTful API endpoints between front-end and back-end microservices, ensuring real-time data sync across multiple environments improving app responsiveness by 15%.
- Validated API calls using complex SQL queries to verify data integrity, optimize data retrieval, and ensure accurate analytics outputs.
- Participated in daily agile standups and sprint planning to align features with product goals and user needs.
- Assisted in the continuous development cycle, gaining exposure to DevOps best practices including CI/CD tools like Bitbucket Pipelines, and Microsoft Azure process automation, and workflow optimization.

### Contract Developer | Self-Employed | Remote

January 2021 – March 2023

- Built and deployed custom client dashboards that consumed third-party APIs for live inventory, order tracking, and analytics visualization.
- Designed and maintained lightweight API-driven components to improve information flow between client systems and end-user interfaces.
- Managed full project lifecycle and logistics, maintaining a 95% on-time delivery rate while providing ongoing client support and system updates.

## Education

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### Western Governors University | Bachelor of Computer Science | GPA: 3.9

**Coursework:** Intro to Artificial Intelligence, Advanced Java, Data management applications, Advanced Data Management, Project management, Data Structures and Algorithms 1, Data structures and Algorithms 2, Business of IT

**Tools & Platforms:** Microsoft Excel (Pivot Tables, VLOOKUP, Data Validation), Outlook, Teams, Google Workspace, Jira, Microsoft Power BI

**Technical:** RESTful API Integration, SQL (joins, subqueries, data validation), TypeScript, React, Tailwind CSS, Jira Process Automation, Spring Java, Python Django, C# .net

**Soft Skills:** Detail-Oriented, Results-Driven, Easy to work with, Self-Motivated, Reliable Under Pressure, Process-Focused, Adaptable, Agile Workflow Experience