Gerardo Hernandez

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Summary

Software and Network Engineering graduate with hands-on experience in backend and frontend development. Proficient in Java, JavaScript, TypeScript, React, SQL, Tailwind, HTML, CSS, and Git. Strong foundation in problem-solving, communication, and leadership, developed through professional experience in customer-focused roles. Multilingual: English, French, Spanish. Seeking to contribute as a software engineer to innovative, scalable projects.

Technical Skills

Languages: Java, JavaScript, TypeScript, SQL, HTML, CSS

Frameworks / Libraries: React, Tailwind

Tools / Systems: Git, Microsoft Office, Opera PMS, Salto, KeyView

Soft Skills: Communication, Leadership, Problem-solving, Time management, Critical thinking, Customer orientation

Projects

Portfolio Website (2026)

- Built personal portfolio using React, TypeScript, and Tailwind.
- Created interactive UI with dual-mode design (retro B&W + colorful cartoon style) and responsive layout.
- Implemented multilingual support for English, Spanish, and French.

Animal Shelter MVP (2025)

- Developed a responsive web application for pet adoption using React, JavaScript, and Tailwind.
- Implemented Single-Page Application (SPA) navigation, accessibility features, and multilingual support.
- Designed intuitive UI for improved user experience and adoption process efficiency.

Experience

Unlimited Vacation Club (UVC), Riviera Maya — Contract Verifier (May 2024 – Present)

- Drafted and verified contracts ensuring compliance with legal clauses.
- Negotiated membership retention during cancellations.
- Assisted French-speaking clients and managed complaints.
- Utilized software systems for document management and client tracking.

Hotel Xcaret México, Riviera Maya — Receptionist (Jan 2024 – May 2024)

- Checked in/out guests and managed reservations.
- Promoted services and upgrades, improving guest satisfaction.
- Used Opera, Salto, Salesforce systems.

Grand Palladium Colonial Resort & Spa, Riviera Maya — Contract Verifier (Sep 2020 – Jan 2024)

- Explained contract terms to members.
- Trained new staff in customer service.
- Prepared daily/monthly reports on sales and retention.

Education

- **UNITEC, México** — Bachelor's in Software and Network Engineering (2025)
- **Universidad de Quintana Roo, México** — Bachelor's in English Language (2016)

Certifications

- IELTS B2 (2022)
- TEF-Canada B2 (2022)