# Joshua DeLeon

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**SUMMARY** – Junior Software Developer. I am able to successfully implement the Java language to build and code software as well as successfully build Android Applications. 4+ years in a customer service based work environment. Highly proficient in communication and Computer skills. Adapt quickly to new environments, and multiple years in tech troubleshooting. 4+ years prior work as a Sales Consultant in the Telecommunications field where I learned the basic fundamentals of the ever evolving technology field.

## SKILLS

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## EDUCATION

### CNM STEMULUS, Albuquerque, NM — *Certificate*

Jan. 2019 - Present

Successfully learn how to build and code software by implementing the Java language. Build Android Applications to meet the needs of the growing Application industry within the Technology field. Proficiently implement all the tools and resources learned from the program to better the results from my coding.

## PROJECTS

I have been working on building my own Application which is similar to that of Google Translate but it will translate the "languages" of music. This type of Application is aimed towards either advanced or beginner musicians. It allows them to be able to switch instruments and still be able to read the correct sheet music for that instrument.

## EXPERIENCE

### New Balance, Abq,NM — Sales Representative

December 2017 - December 2018

Engaged closely with customers to assist with product knowledge to meet expectations. Met and exceeded sales quotas, top sales rep for consecutive months. Staying current and up to date with product knowledge and promotions. Performed exceptional customer service skills. Addressed customer issues, or complaints.

### AT&T, Abq,NM — Sales Representative

October 2015 - December 2017

Met and exceeded sales goals, delivered extraordinary customer service, worked as technical support in store to troubleshoot customer issues regarding the latest technology, greeted customers promptly, performed product inventories and cash management. Worked with Retail management which involved training new hires, having to address customer issues and

## SKILLS

Advanced Communication skills.

Advanced customer service and relations skills.

Intermediate coding and developing skills.

## LINKS

[https://www.linkedin.com/in/jodeleon95/](https://www.linkedin.com/in/jodeleon95/)

[https://github.com/JoDeleon95](https://github.com/JoDeleon95)

complaints and get the issue resolved or come to an arrangement, tracked inventory daily as well as performed shipping and receiving inventory.

**Larry H Miller,** Abq,NM — Sales Representative

February 2015 - September 2015

Greeted customers promptly, gained information on their needs and built customer relationships to sell with confidence and integrity. Maintained a positive attitude throughout the work day., completed customer searches to generate new leads. Responded to telephone and in-person requests for information. Resolved customers concerns promptly to maintain satisfaction.

**Verizon Wireless,** Abq, NM — Sales Representative

November 2013 - January 2015

Greeted customers promptly, took cash and card payments, sold and recommend products based off open ended questions with the customer, oversaw product management, partook in extensive trainings, assisted Retail Management which involved receiving and shipping inventory, training new hires, addressing customer complaints and issues and helping resolve those issues. Made cold call phone leads, worked under high stress when busy, met and exceeded monthly and personal goals.