

# JORGE MENA

📞 +(506) 89138777

✉️ jmena9496@gmail.com

## SKILLS

- Git
- CSS
- HTML
- JavaScript
- Angular (Intermediate)

## LANGUAGES

Spanish, Native

English, Advanced (C1)

## REFERENCES

### Links:

- LinkedIn: [linkedin.com/in/jolumesa](https://www.linkedin.com/in/jolumesa)
- GitHub: [github.com/jolumesa](https://github.com/jolumesa)
- My portfolio: [portfolio-jolumesas-projects.vercel.app](https://portfolio-jolumesas-projects.vercel.app)

### Professional references:

- Kaiser Permanente,  
Supervisor - Felix Gomez. Tel:  
+(506) 7111-55-16
- Synter Resource Group,  
Supervisor - Rodrigo Loaiza.  
Tel: +(506) 7277 8682
- Procure Tech Staff, Project

## PROFESSIONAL SUMMARY

Dedicated web development student and tech support specialist seeking for a role where I can apply and expand my knowledge. Reliable team member with a strong work experience, always willing to help my colleagues

Manager - Tatiana Gomez.

Tel: +(506) 7109-7944

## WORK EXPERIENCE

### TECH SUPPORT

Kaiser Permanente

June 2023 - January 2025

- My role was to provide fast and effective technical support to Kaiser Permanente members via phone and email.
- Resolved issues related to different types of devices, including mobile, computers and medical devices (Kaiser Permanente is a healthcare provider). Issues were mainly related to software.
- Provided floor support to co-workers.

### LOGISTICS ACCOUNT REPRESENTATIVE

Synter Resource Group

March 2022 - May 2023

- Collections specialist for FedEx. (SRG is an outsourcing company).
- I was in charge of outbound calls/emails to customers, requesting payments for past due invoices, explaining the detailed reasons why they were charged and offering solutions.
- Managed customer accounts, documented and categorized their records, created disputes etc.

### HR ASSISTANT

Procure Tech Staff Consulting Services

January 2021 - August 2021

- Human Resources Assistant for Amazon + Floor Support (PTSCS is an outsourcing company).
- Provided in-person support to co-workers regarding the use of the internal software and tools to remotely assist Amazon employees located in the USA.
- Approved valid documentation and processed payments for Leaves Of Absence related to COVID-19.

### FRAUD INVESTIGATIONS REPRESENTATIVE

Sykes

October 2019 - September 2020

- Fraud investigations representative for the Capital One Bank (SYKES is an outsourcing company).
- Answered incoming calls and validated customer's identity supported by a financial history database.
- In charge of validation of documents. Blocking or unblocking credit cards depending on the different scenarios.

## EDUCATION

JAVASCRIPT ESSENTIALS 2

CISCO Academy

ANGULAR DEVELOPER (IN-PROGRESS)

Udemy

ENGLISH DIPLOMA

Sykes Academy

HIGHSCHOOL DIPLOMA

IPSOL