

# JORGE MENA

📞 + (506) 89138777

✉️ jmena9496@gmail.com

## SKILLS

- JavaScript
- HTML
- CSS
- Git
- Angular (Intermediate, in-progress)
- MongoDB (Basic knowledge of commands and data structure)

## LANGUAGES

Spanish, Native

English, Advanced (C1)

## REFERENCES

### Links:

- LinkedIn: [linkedin.com/in/jolumesa](https://www.linkedin.com/in/jolumesa)
- GitHub: <https://github.com/jolumesa>
- Project App: <https://tasks-management-delta.vercel.app>

### Professional references:

- Sykes, Supervisor - Harvey Cornejo. Tel: + (506) 8842-0131
- Procure Tech Staff, Project Manager - Tatiana Gomez. Tel: + (506) 7109-7944
- Synter, Supervisor - Rodrigo Loaiza. Tel: + (506) 7277 8682

## PROFESSIONAL SUMMARY

Dedicated web development student searching for my first web developer role. With a strong work experience in different areas, including Tech Support. Reliable team member accustomed to supporting my colleagues.

## 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