

JUAN DIAZ

Asheville, NC • [jpdiaz.dev](#) • [linkedin.com/in/1diazdev](#) • [juan.diaz93@hotmail.com](#) • 704 993 6888

JR. FRONT END

Bilingual Jr. front-end developer who is eager to learn new skills and to contribute to the digital landscape with my technical skills. Experienced in JavaScript, React, Astro, Jekyll, Tailwind CSS, Git and Markdown.

I am passionate about learning and growing in a collaborative environment. Committed to crafting, engaging functional user interfaces, seeking opportunities to apply my skills, and contributing to the success of exciting projects. I am looking for an environment that fosters continuous learning and provides challenges to drive my professional development. I am excited to be part of a dynamic team and contribute to the development of innovative digital experiences.

SKILLS

Languages:	JavaScript • Markdown • HTML • CSS
Frameworks:	React • Next.js • Vite.js • Jekyll • Astro
Libraries:	Tailwind CSS • SASS
Version Control:	Git
Tools:	VS Code • GitHub • Copilot • Jenkins
Deployment Platforms:	Vercel • Netlify
Integrations:	REST APIs (Rapid API, Appwrite) • Monitoring (New Relic) • CMS (WordPress)
Bilingual:	Spanish • English

PROFESSIONAL EXPERIENCE

FREELANCER, Asheville, NC • **Freelancer** 2/2023 to Current

- *Jpdiaz.dev* is my portfolio website with up-to-date projects.
- *Docs.jpdiaz.dev* delves into the intricacies of my projects, detailing the technologies used, development processes, and challenges tackled. It's a testament to continuous learning and skill development.
- *Brother.jpdiaz.dev* is a fully responsive landing page built with React and Tailwind CSS.

EPLUS INC, Charlotte, NC • **Service Desk Analyst** 1/2020 to 2/2023

- Closed 84.8% of trouble tickets on the first call without escalation in 2021.
- Handled technical troubleshooting within an enterprise environment. Navigated common issues such as user administration, network outages, network printers, IP phones, and enterprise tools.
- Provided remote assistance with software deployment, and system configuration.
- Effectively communicated with a variety of departments.
- Proactively investigated and resolved end-user problems/complications.
- Adapted to multiple enterprise environments. Following a process-oriented approach.
- Utilized problem-solving skills to find solutions to unusual issues.

CENTRAL PIEDMONT (CPCC), Charlotte, NC • **Information Systems Technician** 5/2017 to 5/2019

- Deployed first-level support to users by installing, configuring, troubleshooting, and maintaining user's hardware and software.
- Responded to inquiries and requests from users and helped with the college's computer systems.
- Coordinated with other units within ITS to clear up problems as was necessary.

EDUCATION & TRAINING

CENTRAL PIEDMONT (CPCC), Charlotte, NC • **A.A.S. IT, specialty in Web Technologies** 2020

CENTRAL PIEDMONT (CPCC), Charlotte, NC • **Academic English as a Second Language** 2016

Courses: Took a variety of courses in JS, React, Astro, Next.js, Tailwind, SASS and more at Platzi |