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PROFESSIONAL SUMMARY

Being always attracted to technology, Software Development was a natural fit for me as a career. Nashville Software School was recommended to me through a family member who had attended and graduated from there previously, and I must say, I have fallen in love with this career, and enjoy every single moment I get to code. Nothing makes me happier than to know I can do something that I enjoy that will help others, and such is the opportunity that Software Development offers, by developing applications that can improve our quality of life.

I am also highly organized and efficient in a fast-paced environment, communicating effectively at all organizational levels, with clients. I have demonstrated ability to build trusting relationships, to think critically in order to solve problems, plan and organize activities and deliver excellent customer service.

SKILLS

- Creative problem solver
- Data entry
- Technical support
- Quick learner

EDUCATION

South Texas College
McAllen, TX

The University Of Texas Rio Grande
Valley
Edinburg, TX

Nashville Software School
Nashville, TN

CERTIFICATIONS

- Certified Nurses Aide
- Phlebotomist

WORK HISTORY

Teleperformance - Customer Service Representative

McAllen, TX • 05/2018 - 08/2018

As a Customer Care Representative in the Comcast division, I always succeeded in finding out ways to help the customer even when the answer was unclear. Working in a call center with customers can be very challenging because everyone calls in with different problems; thus, you have to be very versatile, insightful, creative, and at the same time professional. During my employment at Teleperformance, I was regarded as one of their top agents because I was able to resolve customers' issues with ease while keeping them satisfied with the solution.

Amongst these responsibilities I also:

- Promoted business as superior provider committed to efficiency and accuracy when engaging with customers.
- Recommended alternative items when product was out of stock.
- Set up and explained new membership contracts.
- Learned, referenced and applied product knowledge information.

Fernandez Care LLC - Certified Nursing Assistant

McAllen, TX • 05/2015 - 04/2018

As a home health aid, I administered my client's medications, assisted the clients with their daily living needs including feeding, bathing, and ensured that the client's safety necessities were met. Furthermore, I was responsible for my client's well-being and catered to their needs. Through my interpersonal skills I built long lasting relationship with them and their families by providing words of comfort and empathy, to help them look at life in a positive way.

Amongst all these responsibilities I also:

- Monitored fluid outputs, documented results and collected specimens for testing.
- Gathered and documented patient vital signs on a daily basis.
- Tested and recorded blood glucose levels.
- Performed patient assessments, documented vital signs and reported changes to supervisors.
- Transported patients between rooms and appointments or testing locations.
- Turned and positioned patients to maintain comfort and minimize problems.

ACCOMPLISHMENTS

Developed a fully functional web but mobile friendly application using various technologies of which include React, HTML5, Javascript, CSS and Bulma.

TECHNOLOGIES

- React.js
- Bulma
- Javascript
- HTML5
- CSS
- Grunt
- Browserify
- Json Server
- Visual Studio Code