

Kenny Rosa

Front-end Software Engineer / Web Developer

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SKILLS

- React (JavaScript)
- CSS3/HTML5
- Bootstrap
- React Router
- JavaScript Frameworks
- AJAX
- Restful API
- Team Oriented
- Oral & Written Communication
- Customer Service
- Attention To Detail
- Version Control
- Analytical Thinking
- Problem Solving
- Agile Methodologies
- GitHub

EXPERIENCE

Migrately, Remote, NY

July 2022- Jan 2023

Front-end Software Engineer / Web Developer

A White House-backed project that seeks to ease the U.S Visa/immigration process for individuals, by recognizing the most appropriate path for each applicant.

- Developed a user friendly landing page for international non-native English speakers, enhancing visuals and navigation of a global product.
- Constructed an immigration forums platform, with data retrieved from an API, to facilitate interactive chat experiences among applicants.
- Led and constructed a language internationalization data pipeline with 4 front-end engineers.
- Modernized the frontend stack with the latest technologies to optimize developer velocity and enhance the UI.
- Collaborated with a 15 member agile development team to successfully deliver projects on time, leveraging tools such as Trello.
- Integrated web API's, state management and React dependencies to extend browser capabilities.
- Elevated software performance by utilizing Git and conducting code reviews before merging pull requests.

COINBASE, Remote, NY

October 2021 - March 2022

Customer Support Analyst

Assisted in the customer-centric initiatives of a major cryptocurrency platform that encourages financial autonomy and training.

- Established positive customer relations by handling daily calls, resolving complex issues (fraud, outstanding balances) with a 55-61% success rate.
- Recommended innovative solutions to enhance client communication, resulting in the addition of 6 new languages for global customer service.

SOCIAL SECURITY ADMINISTRATION, Jamaica, NY

September 2018 - October 2021

Social Security Insurance Specialist

Applied understanding of Social Security Administrative programs, laws, and rules to decide payments and eligibility for applicants, and provided excellent customer service.

- Processed over 800 survivor, disability and insurance benefits claims within 4 months, while scheduling 15+ interviews per day to validate data.
- Conducted research on over 200 sections of policies and laws to accurately assess customer's eligibility for benefits.
- Mentored and trained a group of new employees on how to effectively meet business objectives.

EDUCATION

JOHN JAY COLLEGE OF CRIMINAL JUSTICE, New York, NY

Graduation: July 2017

Bachelor of Arts, Criminology