

Kenny Rosa

Frontend Engineer / Web Developer

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SKILLS

- React JS
- JavaScript
- jQuery
- AJAX
- GitHub
- Formik
- CSS3/HTML5
- VS Code
- Bootstrap 5
- Source Control
- Restful API
- React Router

EXPERIENCE

SABIO CODING BOOTCAMP, New York, NY

July 2022- Jan 2023

Web Developer / Frontend Software Engineer

Web based company designed to simplify the U.S visa/immigration process for individuals by recognizing the right journey for an applicant to undergo. Migrately is a White House sponsored project to support the immigration process.

- Developed and produced a user friendly landing page using React, CSS3 and Bootstrap, while improving visuals and navigation for easy operation; creating a more interactive experience among users across the world seeking Visa and immigration eligibility.
- Supervised a team of 4 front-end engineers in the creation of Migrately to include components that translate the website's content into foreign languages, and generating tables with data utilizing the React Table library.
- Enhanced user interface experience by accessing MDI (Material Design Icons) and React-Bootstrap libraries through the implementation of React hooks, functional components composition and state management.
- Simplified complex functions, provided easy syntax through proper naming conventions and extended the functionality of the browser by implementing built-in web API's.
- Created a forums component for applicants to communicate with one another on their experiences in the immigration process.
- Utilized Git to track and manage changes to code. Received/provided constructive feedback to developers while indulging in source control.

COINBASE, New York, NY

October 2021 - March 2022

Customer Support Analyst

Supported the customer focus efforts of a large-scale cryptocurrency platform promoting economic freedom and education.

- Collaborated with management to create a document with common customer questions and answers for easier reference, reducing call times from 40 minutes to under 20 minutes and providing call time advice to 11 team members.
- Coordinated with 5-6 QA team members on recorded calls to ensure the proper resolution procedures were followed, achieving an 84% above-average score (Company average: 79%) and reaching 92% in January 2022.

SOCIAL SECURITY ADMINISTRATION, New York, NY

September 2018 - October 2021

Social Security Insurance Specialist

Utilized knowledge of Social Security Administrative programs, laws, and regulations to determine and establish benefit payments and eligibility for clients while providing optimal customer service to ensure all needs were met.

- Scheduled more than 15 interviews per day to obtain and verify data regarding continual and initial eligibility for survivors, retirement, disability, and insurance benefits, processing 500 claims within 4 months with lump sum benefits between \$25k-39k.
- Mentored and managed a team of new employees, mentorship included, the training of the best practices for personal and business success.

EDUCATION

JOHN JAY COLLEGE OF CRIMINAL JUSTICE, New York, NY

Graduation: July 2017

Bachelor of Arts, Criminology