

# Carlos Alberto Mendoza

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*My career has been a journey through different industries, each one teaching me something new and shaping who I am today. I started out as an Environmental Engineer, then I followed my passion for teaching English where I spent five years. Later, I made the leap into the customer service industry, where I sharpened my communication and problem-solving skills. Now, I'm channeling all those experiences into the tech world as a full-stack developer, where I had the opportunity to develop a learning platform for our Lingolandias Online School, as well as the landing page and the app.*

## PROFESSIONAL EXPERIENCE

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### Lingolandias Online School

Full-Stack Developer

**Bogotá, Colombia**

November 2023– Present

- Developing the Lingolandias Academy platform where the students and teachers meet to have their daily classes, with chat integrated and soon assignment of activities, among other features.
- Developing the landing page of our Academy, where they can test their language level by taking a test and receiving the score via email
- Working as well on the App with React Native that will be released next year.

### Intouch CX

Customer Service Representative

**Bogotá, Colombia**

October 2023– Present

- Responded to customer inquiries about Loreal via phone, chat or email.
- Provided accurate information about products, services, and company policies.
- Helped troubleshoot and resolve customer complaints in a timely manner.
- Called and provided assistance to customers who had Health Related Complaints regarding Loreal products.
- Worked with other departments to resolve customer issues effectively and participated in team meetings to share updates and best practices.

### SENA - Servicio Nacional de Aprendizaje

English Instructor

**Valledupar, Colombia**

Feb 2019 – September 2023

- Foster a positive and inclusive classroom environment.
- Created, administered, and graded assignments, quizzes, and tests.
- Tracked and reported student progress to parents, guardians, or administration.
- Use a variety of teaching methods to accommodate different learning styles (e.g., lectures, discussions, interactive activities).

### Hospital Emiro Quintero Cañozares

Environmental Engineer

**Ocaña, Colombia**

April 2017–December 2018

- Developed and implemented waste management systems to ensure the safe disposal of hazardous medical materials.
- Collaborated with hospital administrators to design energy-efficient systems that reduced the environmental footprint of the facility

## EDUCATION

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### HENRY

Full-Stack Developer

**Bogotá, Colombia**

*November 2024*

### UNIVERSIDAD FRANCISCO DE PAULA SANTANDER OCAÑA

Environmental Engineering

**Ocaña, Colombia**

*March 2017*

## ADDITIONAL SKILLS

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- Fluent English Speaker with a C1 level accredited by CEFR
- Strong written and verbal communication skills.