

JOSE LUIS VARGAS TRACONIS

DEVELOPER



EXPERIENCES

Present
|
2017

Customer Service Coordinator

Intercan Holdings (for VoIP.ms)

📍 (Mérida, México)

- Team leader
- As a CSC I am in charge of a technical support team for VoIP users, through telephone, ticket system as well as live chat.
- Training new staff to provide support
- Part of the team that manage the communication with upstream carriers (providers).

2017
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2015

Developer

VoidApps

📍 (Mérida, México)

- Front and Back end developer
- Participating in diverse projects, I was involved at the creation and implementation of different modules, using technologies like AngularJS, NodeJS, MongoDB

2017
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2013

Customer Service Specialist

Intercan Holdings (for VoIP.ms)

📍 (Mérida, México)

- VoIP.ms service's specialist
- Direct contact with the customer, assisting with the service's configuration and troubleshooting issues through chat, phone and ticket system
- Testing of new features



FEATURED PROJECTS

Present
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2013

Freelance projects

Freelance



- Make sites accessible offline (using web workers)
- Improve mobile support
- Verify and adjust accessibility from different web browsers
- Websites using Wordpress
- Customized IRC scripts

2017

App for the Yucatan's Archdiocese.

Void Apps



- Collaborated with Voip Apps' team during the development of an app (web and mobile) for Yucatan's Archdiocese. Worked mainly in the backend

2013

SIGB Karvi

Décalog



- Worked on an upgrade for the SIGB Karvi (Integrated Library Management System). Using web services I developed and implemented an I/O process using RFID tech for the software. The objective was to make easier and faster the collection's management.

2012

Internal production control software

Thales Aviatronics



- Design and implementation of web modules used to replace the old management system (Macros in Excel). The modules were used to follow and control the chain of production.



EDUCATION

2013
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2012

Licence professionnel CASIR

Université Pierre Mendès France

📍 IUT de Valence, France



Conception et Administration de Systèmes d'information en Réseau (Design and administration of networked information systems)

CONTACT INFO

📞 +(521) 999 227 0256

✉ hi@josevargas.online

🌐 linkedin.com/in

/loupX

🌐 josevargas.online

SKILLS

Self-taught

IT enthusiastic

Passionate about new challenges

TECH SKILLS

STRONG:

ES6, Angular

HTML5, PHP, GIT

KNOWLEDGEABLE:

Wordpress, CSS, Python

NodeJS, MongoDB, SQL

LANGUAGES

Spanish (Native)

English (Proficient)

French (B1-B2 Level)

ICON GLOSSARY

📄 Angular

📄 HTML5

📄 React

📄 JavaScript

📄 PHP

📄 Wordpress

📄 Python

📄 Scripting